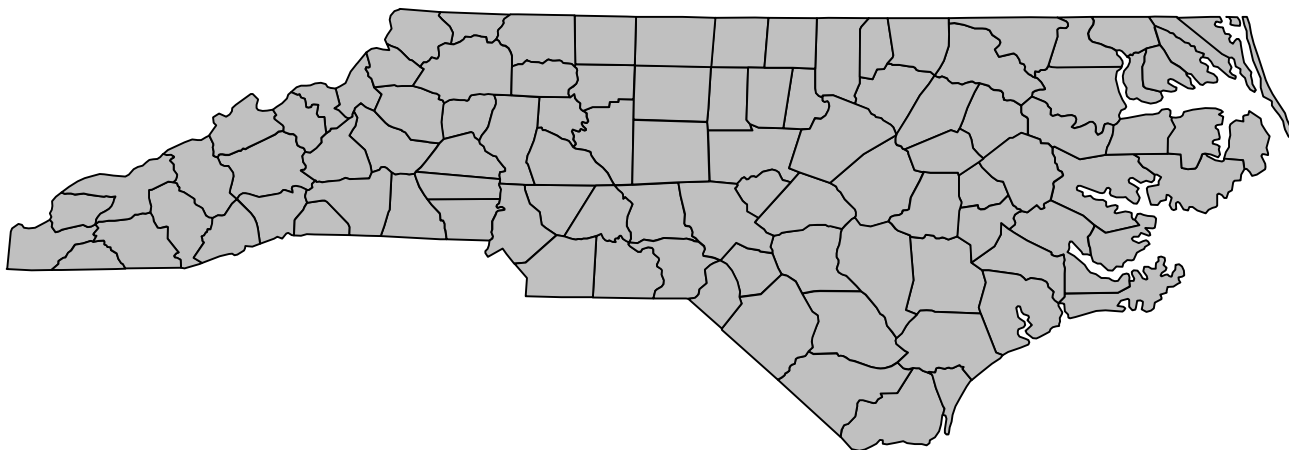


*North Carolina Division of Mental Health, Developmental
Disabilities, and Substance Abuse Services*

CONSUMER SATISFACTION SURVEY for Area Programs

Fall 2001



Overall Satisfaction ♦ Access to Services ♦ Appropriateness of Services ♦ Assessment of Outcomes

Prepared by
Program Evaluation Branch
Advocacy, Client Rights, and Quality Improvement Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services



March-2002

Notes for Report

This report summarizes information from the Consumer Satisfaction Survey of the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services administered by area programs in October 2001. The objective of this report is to inform interested parties about levels of consumer satisfaction for the entire state and in local area programs. It is hoped that this information will be one source of data among many that can (1) provide a common base of knowledge for discussions about North Carolina's mental health, developmental disabilities, and substance abuse services system and (2) help support efforts at improving the quality of care being provided.

Surveying consumers for their perception of services being provided is one important means for assessing quality of care. Understanding varying levels of satisfaction by region, client characteristics or across time can point to areas where services have been effective or areas that may need attention. The Division's consumer survey complements other outcome instruments and administrative measures of quality. When viewed as one piece of a larger effort, the consumer satisfaction survey is an important tool in the efforts to better serve Division clients.

The Division has been conducting consumer satisfaction surveys since the fall of 1995. After research and comparison with surveys used in other states, the decision was made in 1998 to adopt the nationally recognized consumer survey developed for the Mental Health Consumer Oriented Report Card. This survey was developed by the Center for Mental Health Services (CMHS) in collaboration with representatives of the consumer community and the Mental Health Statistics Improvement Program (MHSIP). The consumer satisfaction survey measures satisfaction in four areas: overall satisfaction, access to services, appropriateness of services, and self-assessment of outcomes.

Changes in Report

This report for the October 2001 survey provides information both at the state level and by local area programs. It includes satisfaction information broken out by client demographics such as age, gender, race and clients' primary disability. New this year is the additional breakout of satisfaction by length of time since clients were admitted to the area program. This report does not include results for one area program, namely Wake, as surveys were not received in time.

The process of improving the way in which consumer satisfaction survey data are gathered and reported will be ongoing. We invite you to contact staff who are working on the consumer satisfaction survey with your suggestions.

Staff to Contact

| Administering and Processing the Survey | Reporting and Analyzing the Survey Results |
|--|---|
| <p>Data Operations Branch Information Technology Section Division of MH/DD/SAS 3019 Mail Service Center Raleigh, North Carolina 27699-3019</p> | <p>Program Evaluation Branch Advocacy, Client Rights, and Quality Improvement Section Division of MH/DD/SAS 3009 Mail Service Center Raleigh, North Carolina 27699-3009</p> |

How to Make Use of This Report

There is a lot of information contained in this report. To help make full use of it we offer the following suggestions.

- ☞ Keep your purpose in mind. Not all of the information is likely to be of equal interest. Your focus may be on a particular area program or just on the issue of access to services or only on adolescents. By keeping your purpose in mind when reading this material, you can use the table of contents to narrow your search for information.
- ☞ A summary page comparing North Carolina to other states and another summary page comparing all 39 area programs are at the front of the report for those who may not wish to read the entire report.
- ☞ At the top of each page is information to guide you. The top heading tells you what general area of consumer satisfaction is being looked at: overall satisfaction, access to services, appropriateness of services, or self-perception of outcomes. Below this will be a single sentence indicating what the table examines: area programs, data by age groups, etc. Finally, a brief paragraph will note the key findings from the table. All of this should help quickly orient you to each page. Also, if you see **N/A** for an area program, that means that there was no information available for your area program for that particular column, or that the number of consumers was less than ten and not reported for that category. However, those consumers are used to calculate information for the statewide data.
- ☞ When looking at the data, start with the overall averages for each domain: overall satisfaction, access to services, appropriateness of services, and self-perception of outcomes. The more detailed questions will provide more refined looks at each of these four major areas.
- ☞ View this information as a starting point for further discussion on consumer satisfaction and quality improvement efforts. The data contained in this report will probably generate new questions for you. View this report as providing one means to get at issues of concern and not the final or only source. The information from the survey does not provide answers for why levels of satisfaction may be different.

Key Findings Summary

There is a wealth of information in this report. This is a summary of the key findings from a statewide perspective.

- The vast majority of the consumers surveyed being served in the public mental health, developmental disabilities, and substance abuse services system in North Carolina indicated they were satisfied with the services being provided. Roughly nine of ten persons surveyed indicated agreement with positive statements about access to services, the appropriateness of services, and overall levels of satisfaction. About seven of ten indicated they felt they were making progress in getting along with others and functioning in society.
- Levels of satisfaction for area programs as a whole have remained stable from earlier surveys. However there are differences by individual area program.
- Clients who have been served for a longer time are more likely to feel they are doing better. However, satisfaction with access and appropriateness is at the same high levels regardless of how long clients have been served.
- Generally speaking, adolescents are less likely to be satisfied than other age groups.
- It should be understood that this is a sample of those persons being served in the public system as it is now. It does not consider services which are not currently being provided nor does it survey persons who are not being served in the system.

***State of North Carolina Division of Mental Health, Developmental
Disabilities, and Substance Abuse Services***

Consumer Satisfaction Survey - Fall 2001

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Summary of Satisfaction

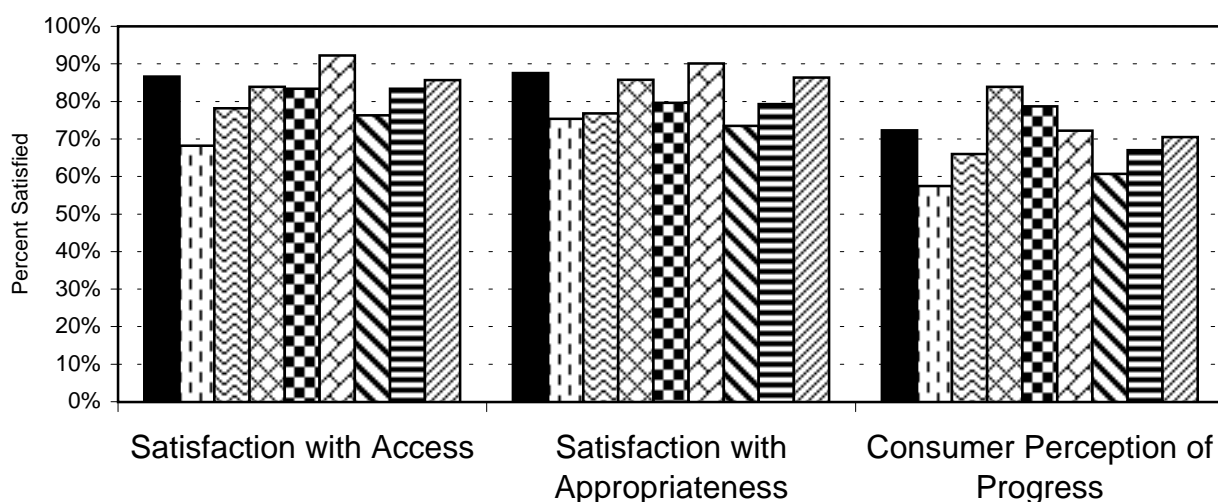
for North Carolina and Other States

This table provides a comparison of North Carolina to eight other states that use the same consumer satisfaction survey. The data for the other states comes from a comparison study conducted by the Mental Health Statistics Improvement Program (MHSIP). For more information look at their web site (www.mhsip.org).

North Carolina compares favorably to these other states. Although North Carolina does not show up as the highest state in any single category, it is always the second or third highest.

| State and Year of Survey | Average Percent of Consumers Indicating Satisfaction | | |
|------------------------------|--|-----------------------------------|---------------------------------|
| | Satisfaction with Access | Satisfaction with Appropriateness | Consumer Perception of Progress |
| North Carolina - 2001 | 87% | 88% | 72% |
| Arizona - 1999 | 68% | 75% | 58% |
| Colorado - 1999 | 78% | 77% | 66% |
| District of Columbia - 2000 | 84% | 86% | 84% |
| New York - 1998 | 83% | 80% | 79% |
| Oklahoma - 1999 | 92% | 90% | 72% |
| South Carolina - 1998 | 76% | 74% | 61% |
| Texas - 1999 | 83% | 79% | 67% |
| Virginia - 1999 | 86% | 86% | 71% |

State Comparisons of Satisfaction with Services



- North Carolina - 2001 □ Arizona - 1999 ▤ Colorado - 1999
- ▨ District of Columbia - 2000 ▩ New York - 1998 ▧ Oklahoma - 1999
- ▦ South Carolina - 1998 ▥ Texas - 1999 ▪ Virginia - 1999

Summary of Satisfaction

Area Programs in North Carolina

This table summarizes the four key measures of satisfaction by area program.

Roughly nine out of ten people surveyed indicated they were satisfied with their services overall, with their access to services, and with the appropriateness of services. Roughly seven out of ten consumers indicated they felt they were making progress.

| Consumers Surveyed October 2001 | Average Percent of Consumers Indicating Satisfaction | | | |
|------------------------------------|--|--------------------------|-----------------------------------|---------------------------------|
| | Overall Satisfaction with Services | Satisfaction with Access | Satisfaction with Appropriateness | Consumer Perception of Progress |
| Alamance-Caswell | 88% | 87% | 86% | 71% |
| Albemarle | 89% | 86% | 87% | 68% |
| Blue Ridge | 90% | 89% | 89% | 71% |
| Catawba | 90% | 90% | 91% | 82% |
| Centerpoint | 86% | 85% | 86% | 76% |
| Crossroads | 88% | 88% | 87% | 63% |
| Cumberland | 86% | 84% | 86% | 77% |
| Davidson | 84% | 85% | 87% | 64% |
| Duplin-Sampson | 92% | 89% | 91% | 76% |
| Durham | 85% | 80% | 81% | 72% |
| Edgecombe-Nash | 88% | 88% | 88% | 74% |
| Foothills | 88% | 90% | 90% | 77% |
| Guilford | 84% | 84% | 84% | 62% |
| Johnston | 83% | 83% | 82% | 63% |
| Lee-Harnett | 94% | 94% | 93% | 66% |
| Lenoir | 94% | 93% | 93% | 77% |
| Mecklenburg | 84% | 82% | 84% | 76% |
| Neuse | 89% | 85% | 88% | 72% |
| New River | 90% | 88% | 91% | 68% |
| Onslow | 86% | 84% | 90% | 73% |
| OPC | 90% | 86% | 86% | 68% |
| Pathways | 92% | 89% | 90% | 69% |
| Piedmont | 85% | 84% | 85% | 69% |
| Pitt | 88% | 81% | 86% | 74% |
| Randolph | 90% | 91% | 90% | 70% |
| Riverstone | 94% | 94% | 90% | 78% |
| Roanoke-Chowan | 92% | 92% | 92% | 75% |
| Rockingham | 92% | 90% | 89% | 72% |
| Rutherford-Polk | 86% | 85% | 85% | 68% |
| Sandhills | 87% | 86% | 87% | 75% |
| Smoky Mountain | 90% | 88% | 89% | 70% |
| Southeastern Center | 89% | 86% | 90% | 69% |
| Southeastern Regional | 88% | 86% | 89% | 73% |
| Tideland | 89% | 92% | 89% | 74% |
| Trend | 89% | 88% | 88% | 66% |
| VGFW | 88% | 90% | 87% | 76% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 83% | 83% | 86% | 67% |
| Wilson-Greene | 91% | 92% | 92% | 79% |
| All Area Programs | 88% | 87% | 88% | 72% |

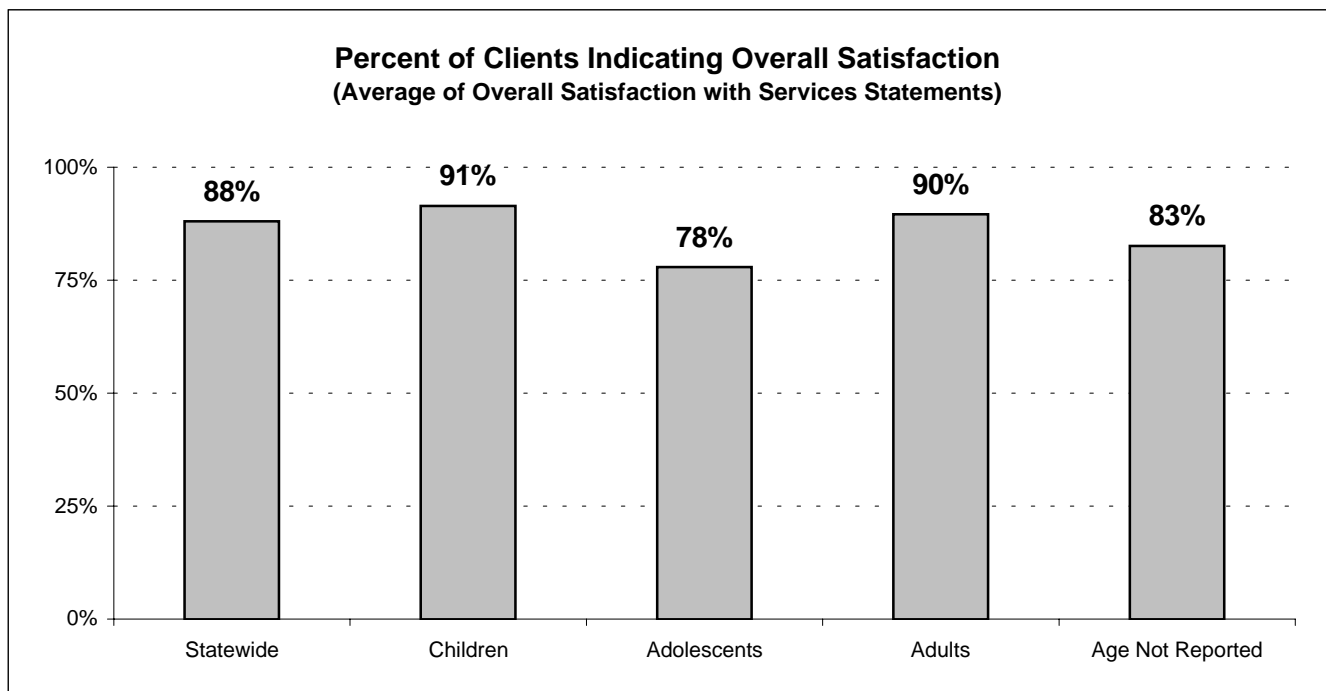
Overall Satisfaction with Services

Summary for North Carolina By Age

This table summarizes the overall levels of satisfaction statewide for key age groups.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. Adolescents show up as less satisfied than other age groups.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | |
|---|--|----------------------------------|---|------------------------------------|
| | Percent of Consumers Agreeing with Statement | | | |
| | I liked the services that I received | I would still choose this agency | I would recommend this agency to others | Average of Satisfied with Services |
| Statewide | 91% | 85% | 88% | 88% |
| BY AGE CATEGORY | | | | |
| Young Children (Clients Under 12, Parent Responding) | 94% | 88% | 91% | 91% |
| Adolescents (Client Age 12-17) | 82% | 75% | 77% | 78% |
| Adults (Client Age 18+) | 92% | 86% | 90% | 90% |
| Age Not Reported | 87% | 79% | 82% | 83% |



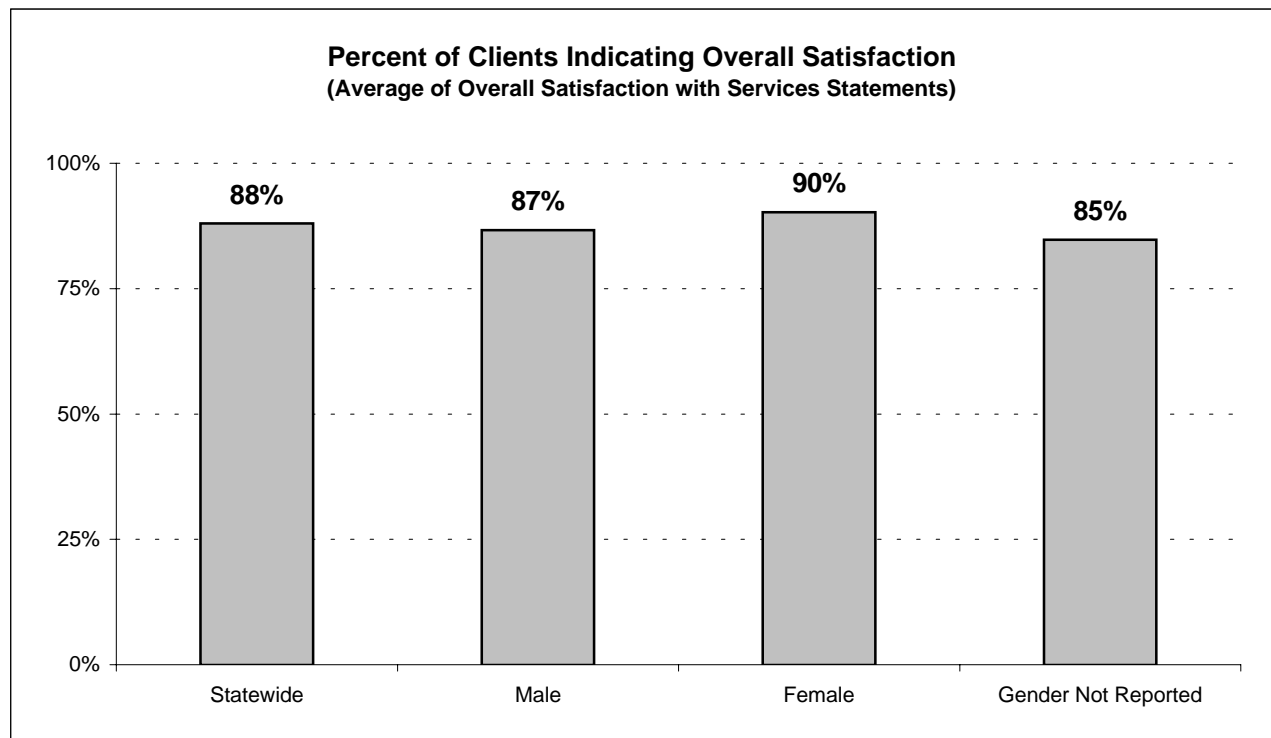
Overall Satisfaction with Services

Summary for North Carolina By Gender

This table summarizes the overall levels of satisfaction statewide by gender.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. Female respondents were slightly more likely to indicate overall satisfaction.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | |
|------------------------------------|--|----------------------------------|---|------------------------------------|
| | Percent of Consumers Agreeing with Statement | | | |
| | I liked the services that I received | I would still choose this agency | I would recommend this agency to others | Average of Satisfied with Services |
| Statewide | 91% | 85% | 88% | 88% |
| BY GENDER | | | | |
| MALE | 90% | 84% | 87% | 87% |
| FEMALE | 92% | 87% | 91% | 90% |
| Gender Not Reported | 89% | 81% | 85% | 85% |



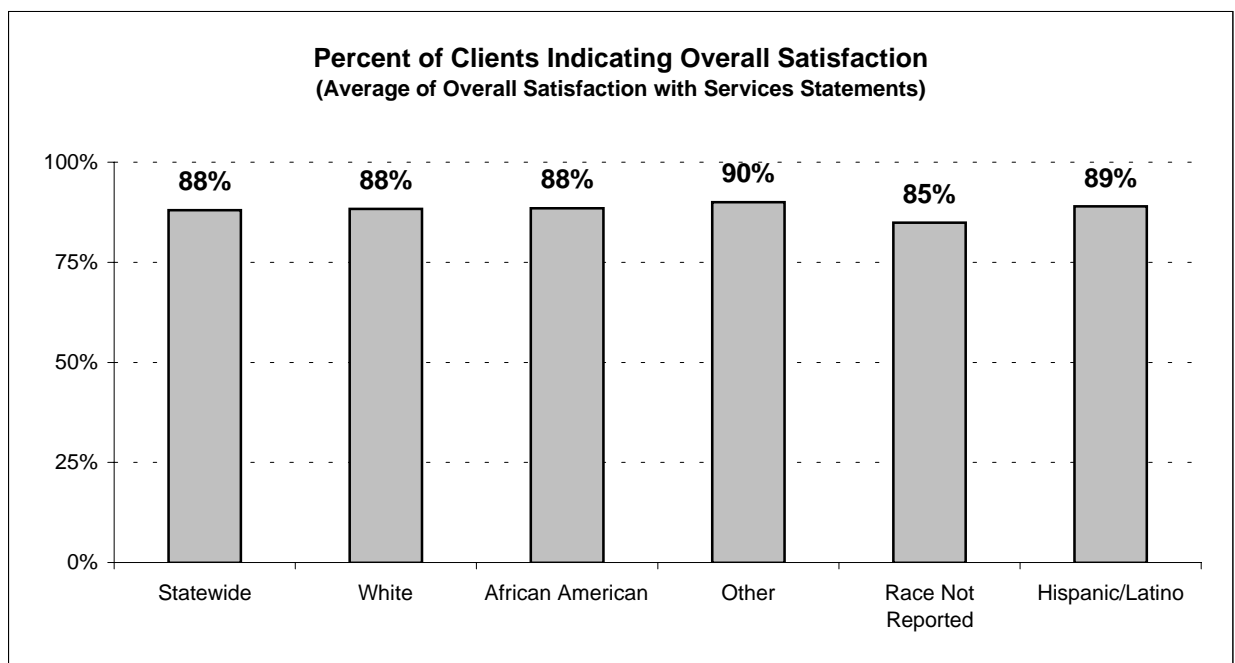
Overall Satisfaction with Services

Summary for North Carolina By Race

This table summarizes the overall levels of satisfaction statewide by race and ethnic groups.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. There were only slight differences statewide among different racial and ethnic groups with respect to the overall satisfaction.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | |
|---|--|----------------------------------|---|------------------------------------|
| | Percent of Consumers Agreeing with Statement | | | |
| | I liked the services that I received | I would still choose this agency | I would recommend this agency to others | Average of Satisfied with Services |
| Statewide | 91% | 85% | 88% | 88% |
| BY RACE/ETHNICITY | | | | |
| White | 91% | 85% | 89% | 88% |
| African American | 91% | 86% | 88% | 88% |
| Other (Native American, Asian and Other) | 93% | 88% | 90% | 90% |
| Race/Ethnicity Not Reported | 89% | 81% | 85% | 85% |
| Hispanic/Latino | 92% | 87% | 89% | 89% |
| Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group. | | | | |



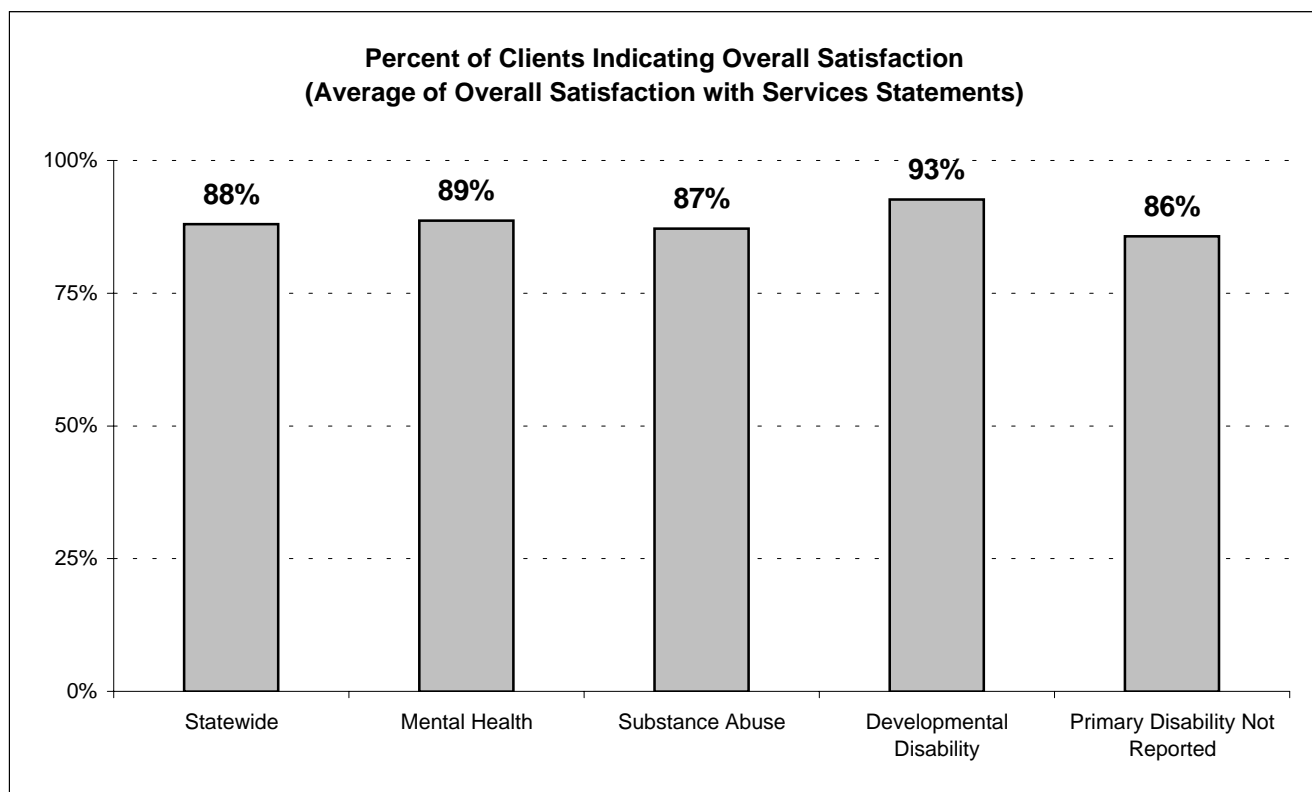
Overall Satisfaction with Services

Summary for North Carolina By Clients' Primary Disability

This table summarizes the overall levels of satisfaction statewide by clients' primary disability.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. The overall level of satisfaction with services was slightly higher for people with developmental disabilities.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | |
|--|--|----------------------------------|---|------------------------------------|
| | Percent of Consumers Agreeing with Statement | | | |
| | I liked the services that I received | I would still choose this agency | I would recommend this agency to others | Average of Satisfied with Services |
| Statewide | 91% | 85% | 88% | 88% |
| BY CLIENTS' PRIMARY DISABILITY | | | | |
| Mental Health | 91% | 86% | 89% | 89% |
| Substance Abuse | 90% | 83% | 89% | 87% |
| Developmental Disability | 95% | 91% | 92% | 93% |
| Primary Disability Not Reported | 89% | 82% | 86% | 86% |



Overall Satisfaction with Services

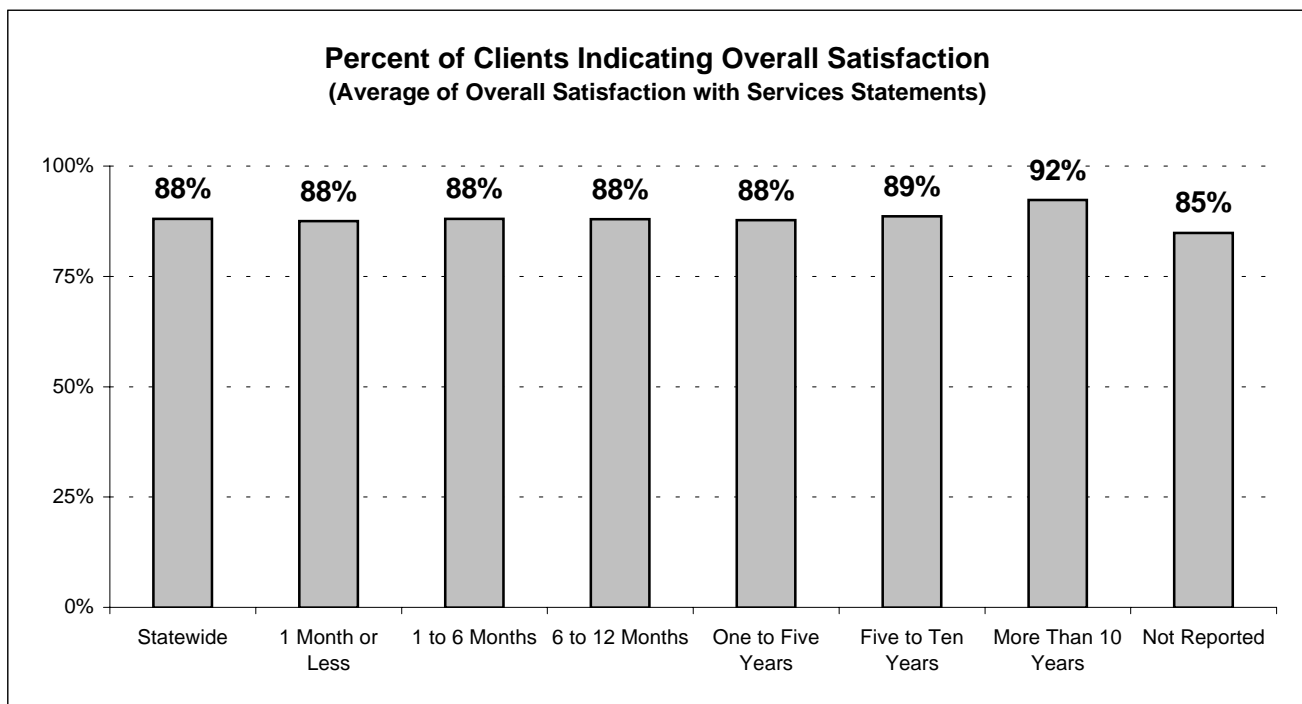
Summary for North Carolina By Length of Time at Area Program

This table summarizes the overall levels of satisfaction statewide by length of time since admission to the program.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. There was little variation statewide among different lengths of stay with the exception of those in the program more than 10 years who were slightly more satisfied with services overall.

Consumers Surveyed October 2001

| Overall Satisfaction with Services | | | | |
|--|--------------------------------------|----------------------------------|---|------------------------------------|
| Percent of Consumers Agreeing with Statement | | | | |
| | I liked the services that I received | I would still choose this agency | I would recommend this agency to others | Average of Satisfied with Services |
| Statewide | 91% | 85% | 88% | 88% |
| BY TIME SINCE ADMISSION | | | | |
| 1 Month or Less | 91% | 83% | 88% | 88% |
| 1 to 6 Months | 91% | 84% | 89% | 88% |
| 6 to 12 Months | 91% | 85% | 88% | 88% |
| One to Five Years | 91% | 85% | 88% | 88% |
| Five to Ten Years | 91% | 86% | 89% | 89% |
| More Than 10 Years | 95% | 90% | 92% | 92% |
| Admission Date Not Reported | 89% | 81% | 85% | 85% |



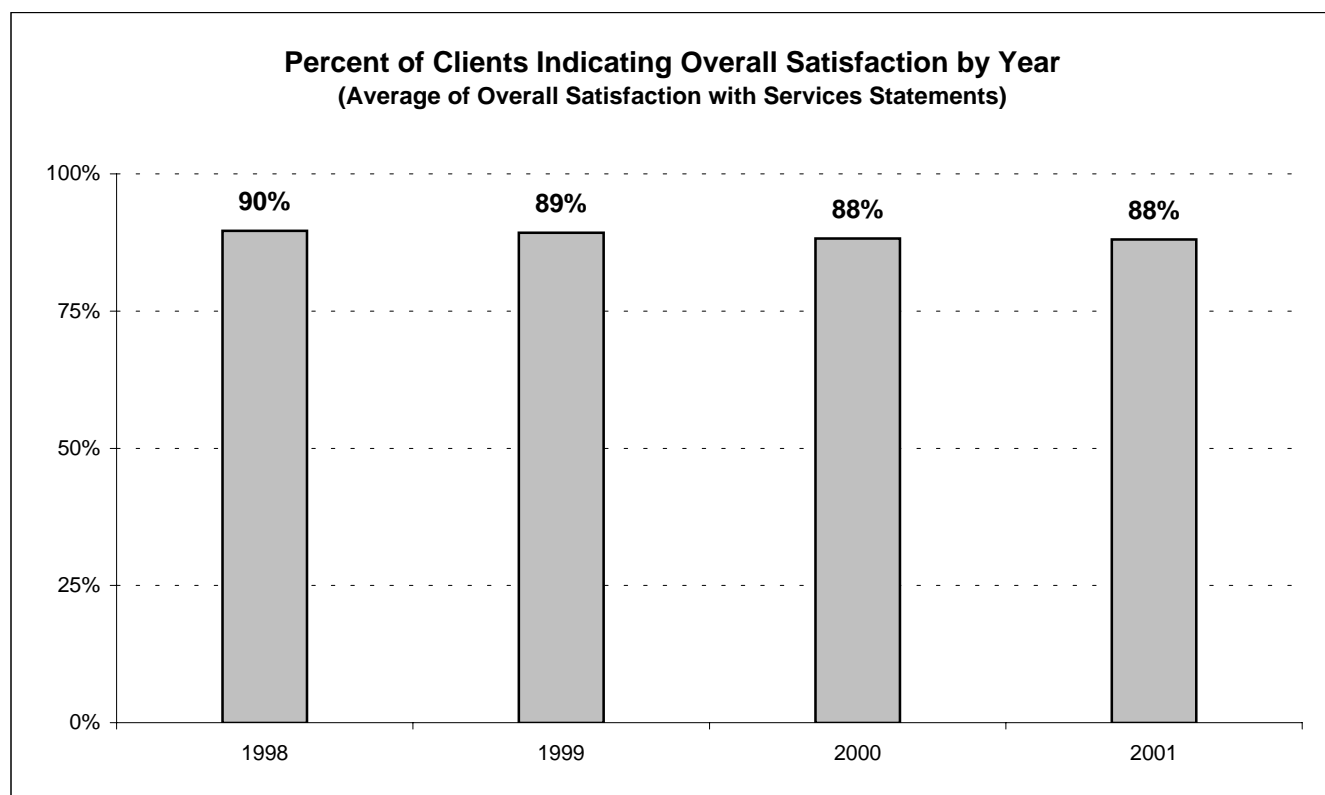
Overall Satisfaction with Services

Summary for North Carolina by Year

This table summarizes the overall levels of satisfaction statewide by year.

The overall levels of satisfaction have declined very slightly for area programs between 1998 and 2001.

| Overall Satisfaction with Services | | | | |
|--|-----------|---------------|--------------|--------------|
| Percent of Consumers Indicating General Satisfaction | | | | |
| | 1998-Fall | 1999-December | 2000-October | 2001-October |
| Statewide | 90% | 89% | 88% | 88% |



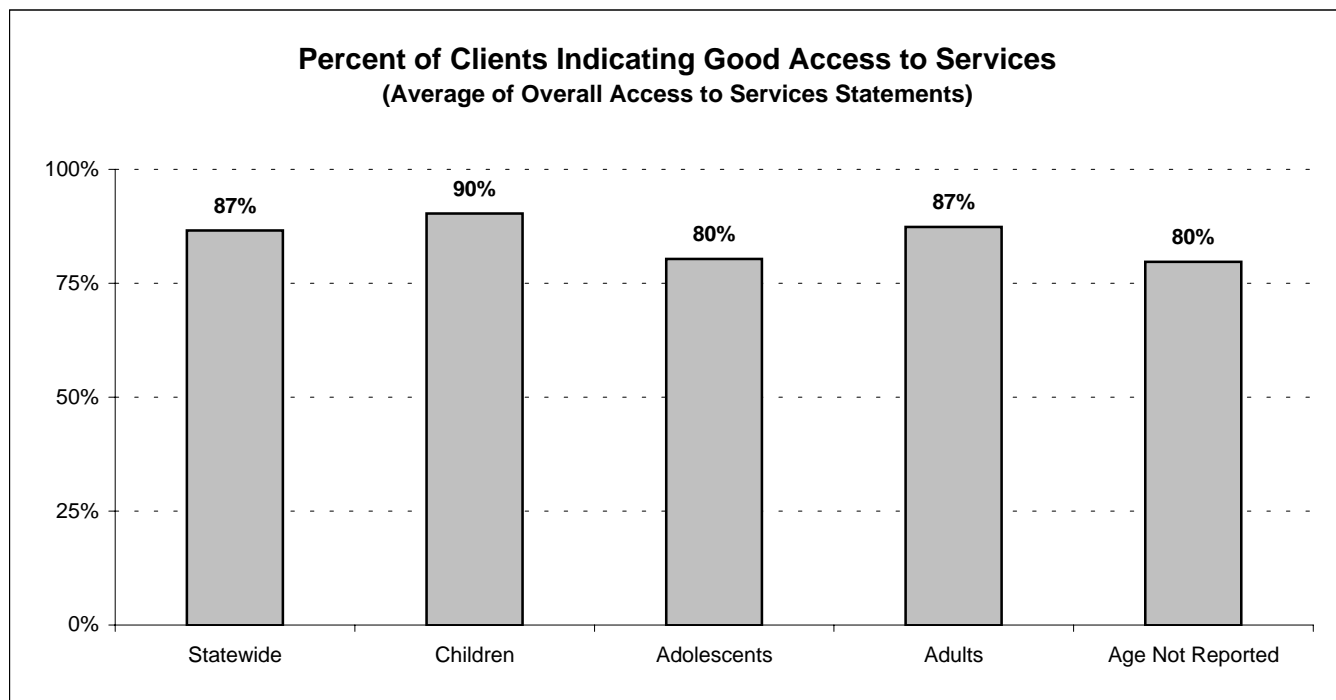
Access to Services

Summary for North Carolina By Age

This table summarizes consumer perceptions about access to services statewide for key age groups.

Overall, roughly nine out of ten clients feel they have good access to services. Adolescents are less likely to feel that services are accessible, though eight out of ten still indicated services were accessible.

| Consumers Surveyed October 2001 | Access to Services | | | | | |
|---|--|--|--|--|---|-------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | |
| | The location of services was convenient | Staff were willing to see me as often as necessary | Staff returned my call within 24 hours | Services were available at times that were good for me | I was able to get all the services I thought I needed | Average of Access to Services |
| Statewide | 86% | 89% | 83% | 89% | 86% | 87% |
| BY AGE CATEGORY | | | | | | |
| Young Children (Clients Under 12, Parent Responding) | 89% | 93% | 89% | 92% | 89% | 90% |
| Adolescents (Client Age 12-17) | 79% | 86% | 76% | 80% | 81% | 80% |
| Adults (Client Age 18+) | 87% | 90% | 84% | 90% | 87% | 87% |
| Age Not Reported | 77% | 82% | 76% | 85% | 78% | 80% |



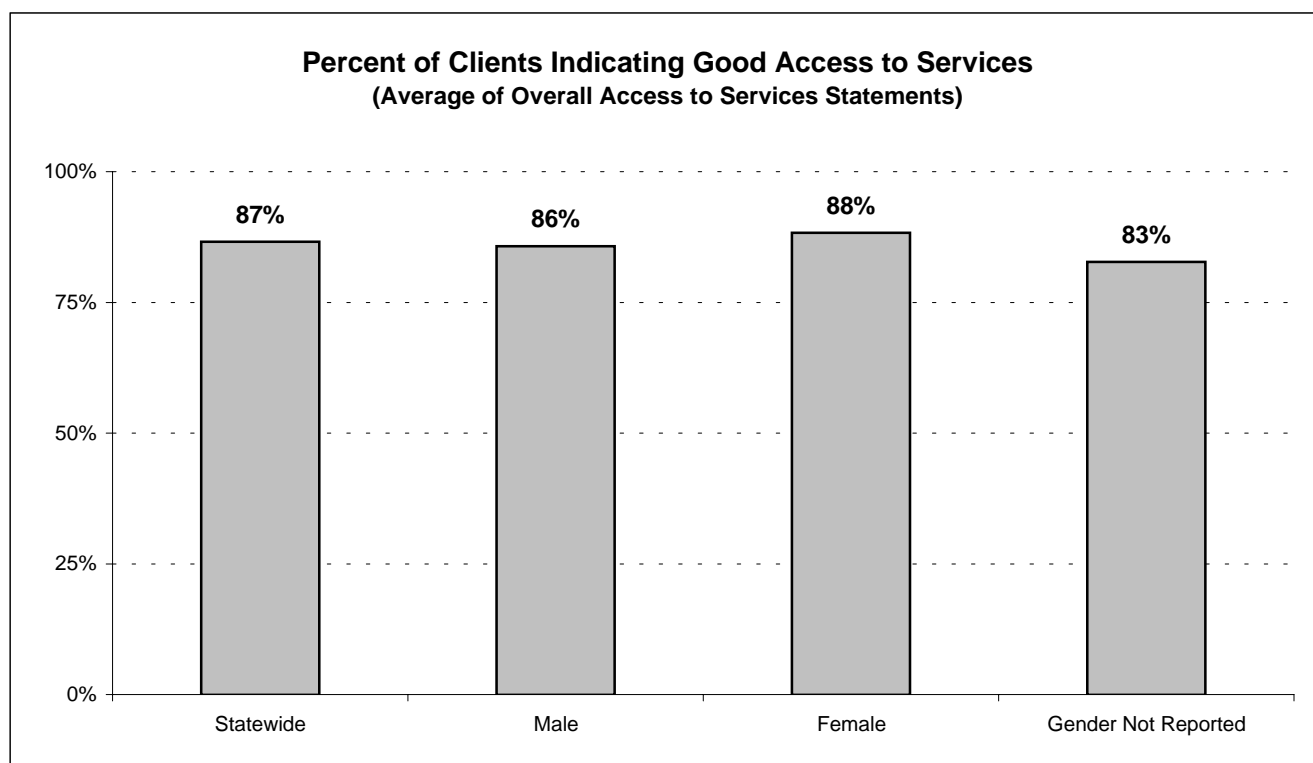
Access to Services

Summary for North Carolina By Gender

This table summarizes consumer perceptions about access to services statewide by gender.

Overall, roughly nine out of ten clients feel they have good access to services. Female clients are slightly more likely to feel services are accessible in area programs.

| Consumers Surveyed October 2001 | Access to Services | | | | | |
|------------------------------------|--|--|--|--|---|-------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | |
| | The location of services was convenient | Staff were willing to see me as often as necessary | Staff returned my call within 24 hours | Services were available at times that were good for me | I was able to get all the services I thought I needed | Average of Access to Services |
| Statewide | 86% | 89% | 83% | 89% | 86% | 87% |
| BY GENDER | | | | | | |
| Male | 85% | 89% | 82% | 88% | 85% | 86% |
| Female | 87% | 91% | 86% | 91% | 88% | 88% |
| Gender Not Reported | 81% | 86% | 79% | 86% | 82% | 83% |



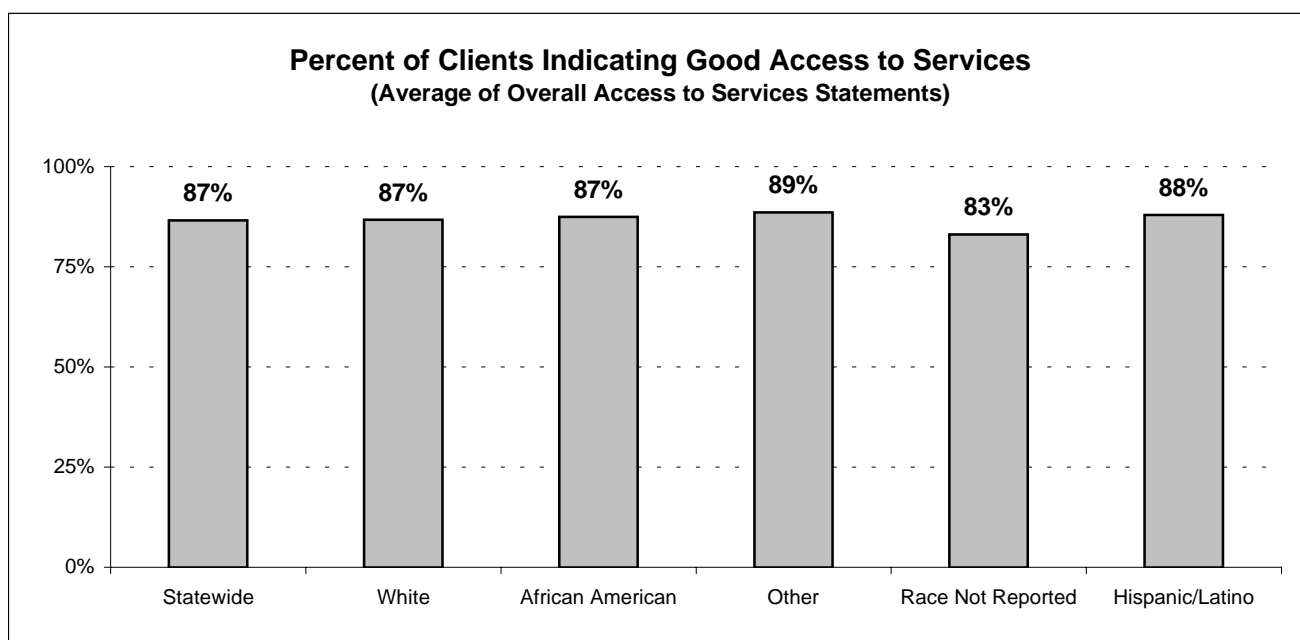
Access to Services

Summary for North Carolina By Race and Ethnicity

This table summarizes consumer perceptions about access to services statewide by race and ethnic groups.

Overall, roughly nine out of ten clients feel they have good access to services. Overall there was little variation statewide among different racial and ethnic groups about their perceptions regarding access to services.

| Consumers Surveyed October 2001 | Access to Services | | | | | |
|---|--|--|--|--|---|-------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | |
| | The location of services was convenient | Staff were willing to see me as often as necessary | Staff returned my call within 24 hours | Services were available at times that were good for me | I was able to get all the services I thought I needed | Average of Access to Services |
| Statewide | 86% | 89% | 83% | 89% | 86% | 87% |
| BY RACE/ETHNICITY | | | | | | |
| White | 86% | 89% | 84% | 89% | 86% | 87% |
| African American | 86% | 90% | 84% | 90% | 87% | 87% |
| Other (Native American, Asian and Other) | 85% | 91% | 86% | 91% | 91% | 89% |
| Race Not Reported | 81% | 87% | 79% | 86% | 82% | 83% |
| Hispanic/Latino | 87% | 91% | 86% | 89% | 87% | 88% |
| Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group. | | | | | | |



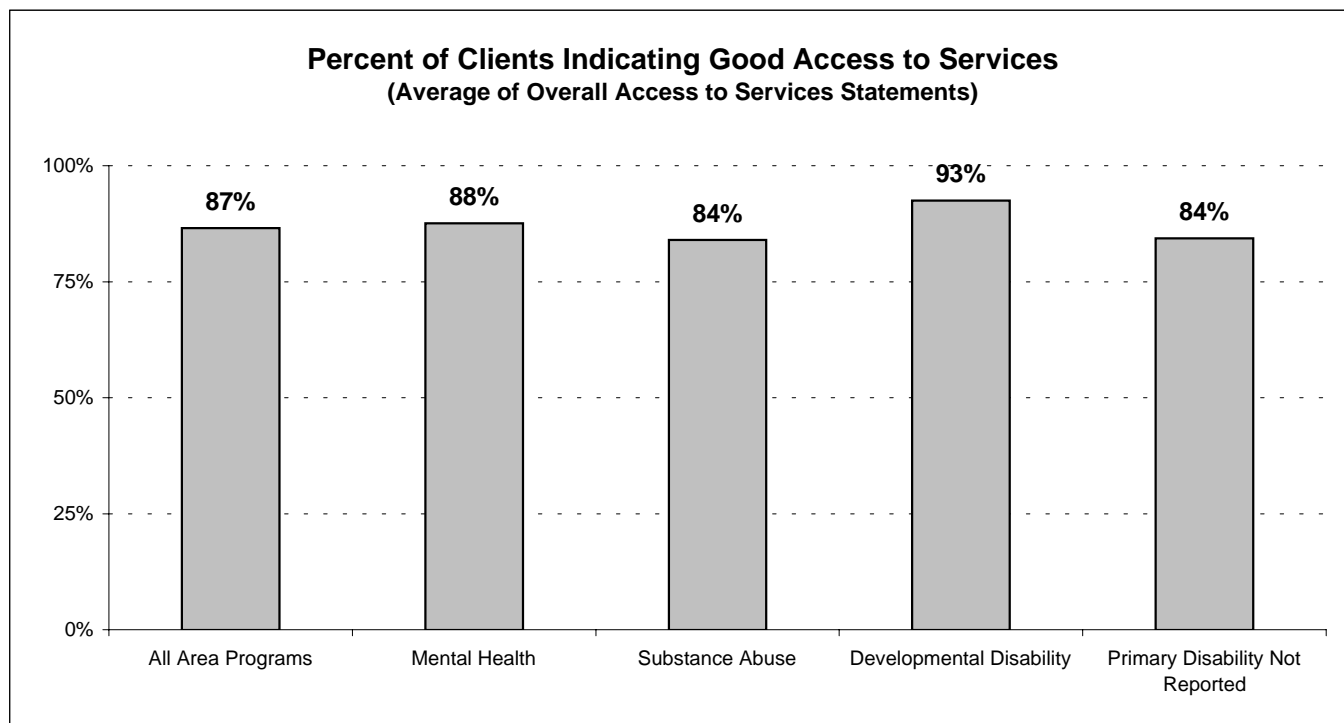
Access to Services

Summary for North Carolina By Clients' Primary Disability

This table summarizes consumer perceptions about access to services statewide by clients' primary disability.

Overall, roughly nine out of ten clients feel they have good access to services. Clients with developmental disabilities were most likely to feel that they had good access to services for their area programs and clients having substance abuse problems were less likely to feel that they had good access to services.

| Consumers Surveyed October 2001 | Access to Services | | | | | | |
|---------------------------------|--|--|--|--|---|-------------------------------|-----|
| | Percent of Consumers Agreeing with Statement | | | | | | |
| | The location of services was convenient | Staff were willing to see me as often as necessary | Staff returned my call within 24 hours | Services were available at times that were good for me | I was able to get all the services I thought I needed | Average of Access to Services | |
| | Statewide | 86% | 89% | 83% | 89% | 86% | 87% |
| | BY CLIENTS' PRIMARY DISABILITY | | | | | | |
| Mental Health | 87% | 90% | 84% | 90% | 86% | 88% | |
| Substance Abuse | 82% | 88% | 79% | 85% | 86% | 84% | |
| Developmental Disability | 91% | 94% | 91% | 95% | 91% | 93% | |
| Primary Disability Not Reported | 83% | 88% | 81% | 87% | 83% | 84% | |



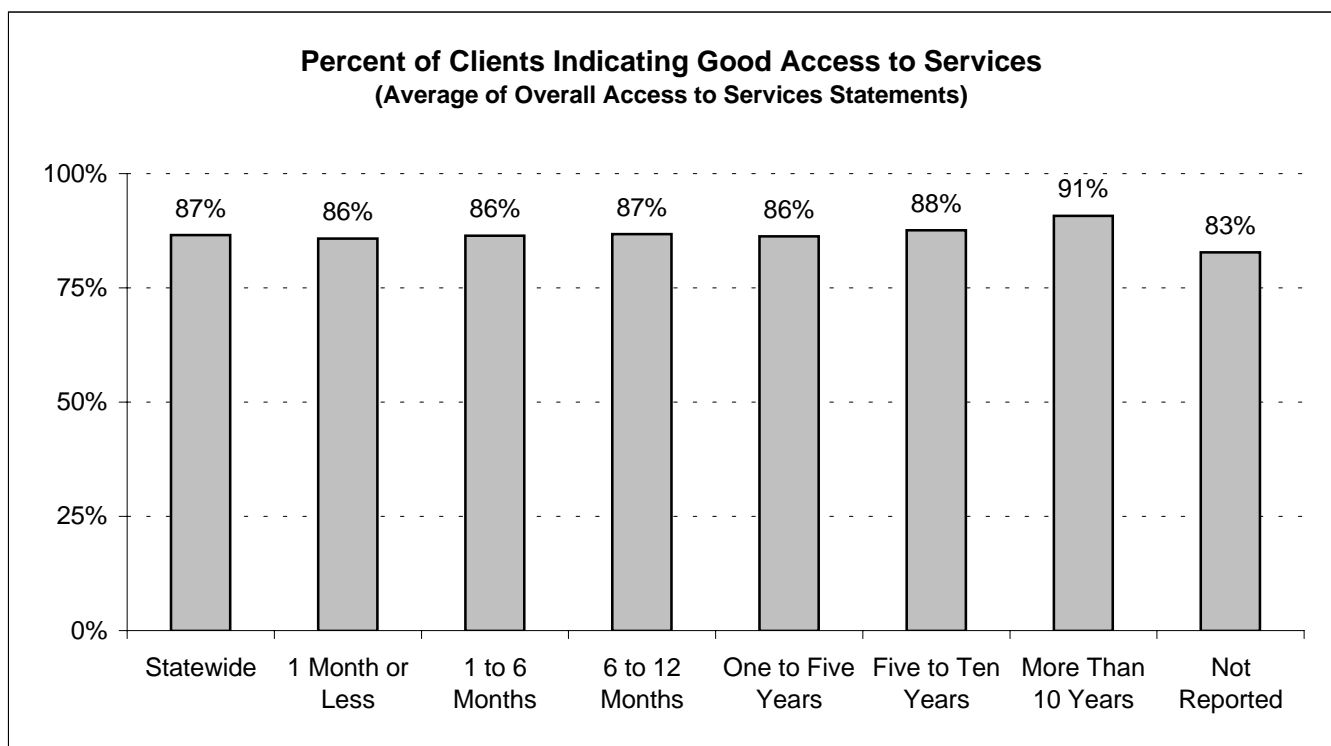
Access to Services

Summary for North Carolina By Length of Time at Area Program

This table summarizes consumer perceptions about access to services statewide by length of time since admission to the program.

Overall, roughly nine out of ten clients feel they have good access to services. Clients who have been served longer are slightly more likely to feel they have good access to services.

| Consumers Surveyed October 2001 | Access to Services | | | | | |
|------------------------------------|--|--|--|--|---|-------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | |
| | The location of services was convenient | Staff were willing to see me as often as necessary | Staff returned my call within 24 hours | Services were available at times that were good for me | I was able to get all the services I thought I needed | Average of Access to Services |
| Statewide | 86% | 89% | 83% | 89% | 86% | 87% |
| BY TIME SINCE ADMISSION | | | | | | |
| 1 Month or Less | 86% | 88% | 82% | 88% | 85% | 86% |
| 1 to 6 Months | 85% | 90% | 82% | 89% | 87% | 86% |
| 6 to 12 months | 84% | 90% | 85% | 88% | 86% | 87% |
| One to Five Years | 85% | 89% | 83% | 88% | 86% | 86% |
| Five to Ten Years | 87% | 90% | 84% | 90% | 86% | 88% |
| More Than 10 Years | 90% | 93% | 87% | 94% | 90% | 91% |
| Admission Date Not Reported | 81% | 86% | 79% | 86% | 82% | 83% |



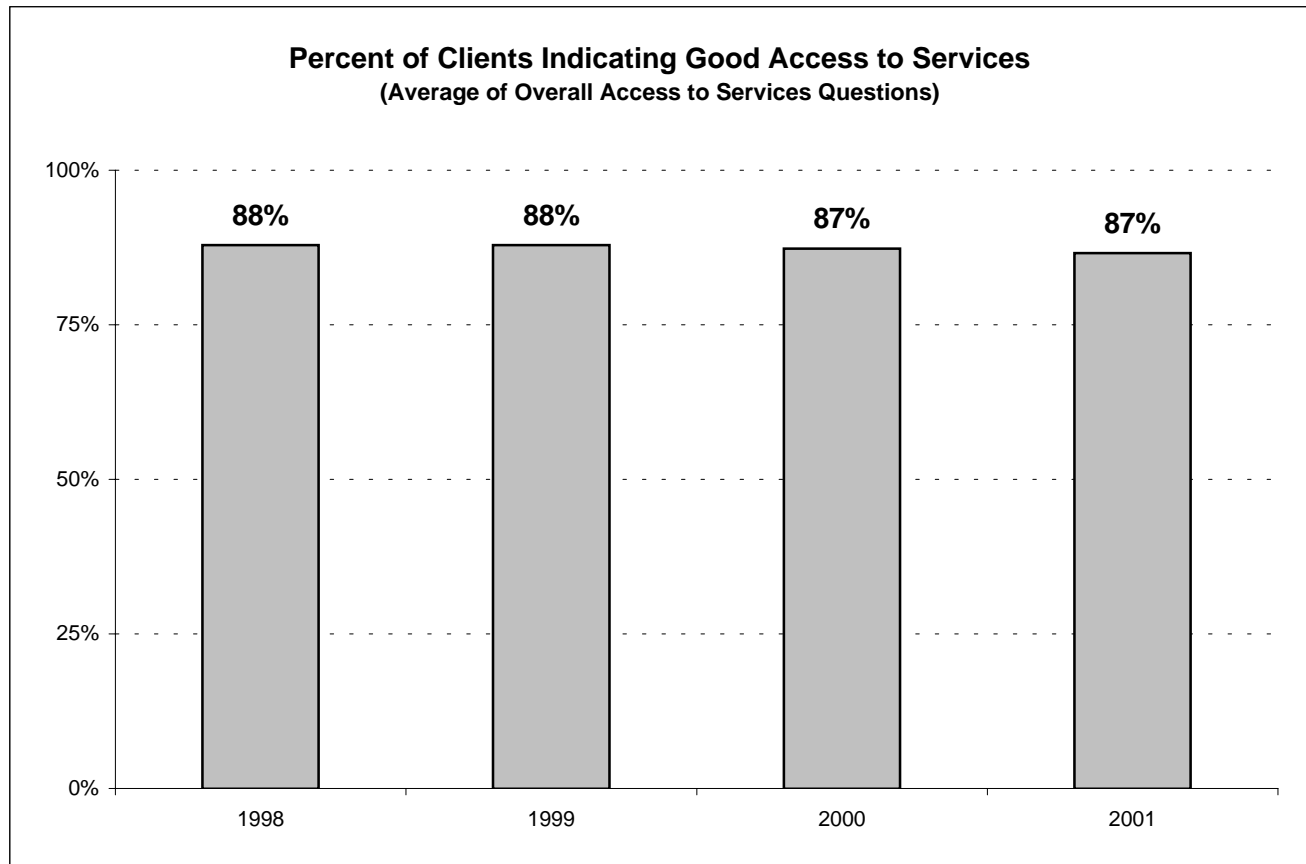
Access to Services

Summary for North Carolina by Year

This table summarizes consumer perceptions about access to services statewide by year.

The percent of consumers surveyed who felt that services were accessible has shown little change between 1998 and 2001.

| Access to Services | | | | |
|--|-----------|---------------|--------------|--------------|
| Percent of Consumers Indicating Satisfaction with Access to Services | | | | |
| | 1998-Fall | 1999-December | 2000-October | 2001-October |
| Statewide | 88% | 88% | 87% | 87% |



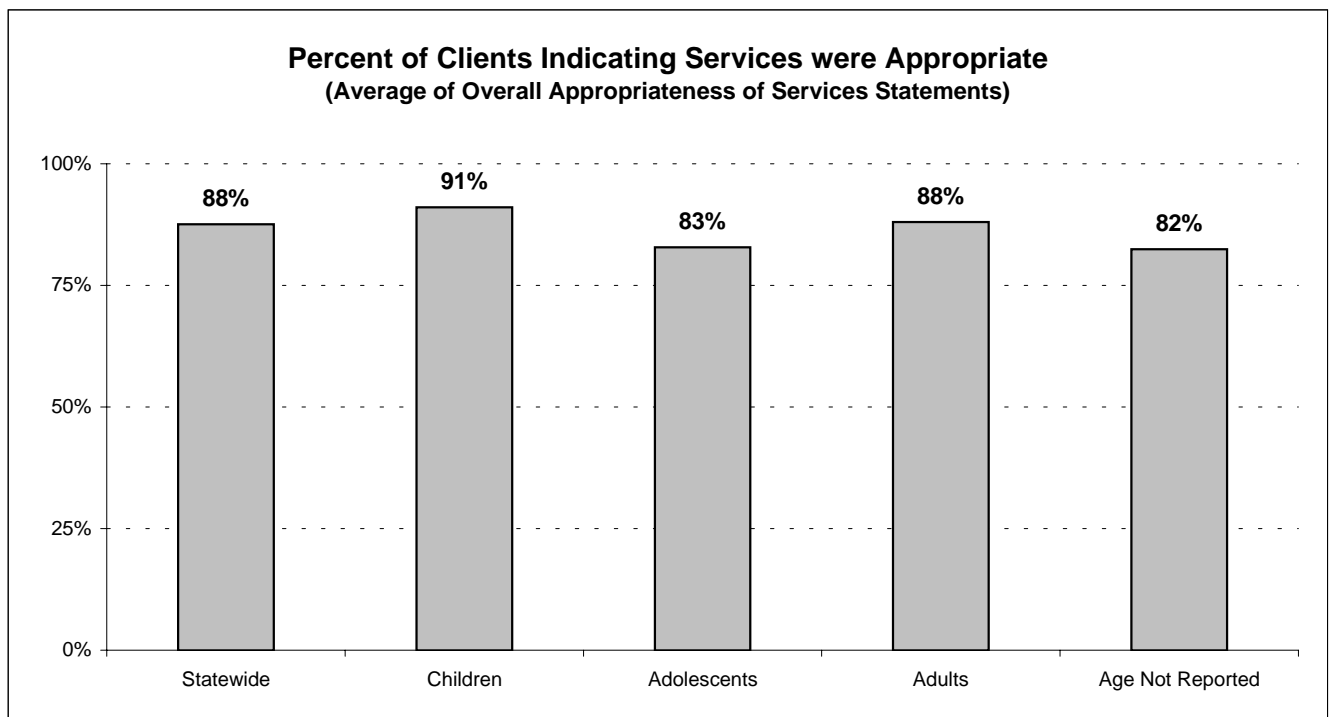
Appropriateness of Services

Summary for North Carolina By Age

This table summarizes consumer perceptions about the appropriateness of services received for key age groups statewide.

Overall, about nine out of ten clients feel the services they receive are appropriate. Most adolescents feel services are appropriate but at lower levels than other age groups, while parents of young children are most likely to believe that services are appropriate.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | | | | |
|---|--|-------------------------|--|---------------------------|--|------------------------------------|---------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | |
| | Staff believe I can grow, change, and get better | I felt free to complain | Staff informed me of side effects to watch for | Staff respected my wishes | My caregivers were sensitive to my culture | Staff helped me obtain information | Average of Appropriate Services |
| Statewide | 91% | 85% | 84% | 91% | 86% | 88% | 88% |
| BY AGE CATEGORY | | | | | | | |
| Young Children (Clients Under 12, Parent Responding) | 94% | 90% | 88% | 93% | 90% | 91% | 91% |
| Adolescents (Client Age 12-17) | 90% | 80% | 77% | 84% | 83% | 82% | 83% |
| Adults (Client Age 18+) | 91% | 86% | 85% | 92% | 86% | 88% | 88% |
| Age Not Reported | 88% | 80% | 78% | 87% | 80% | 83% | 82% |



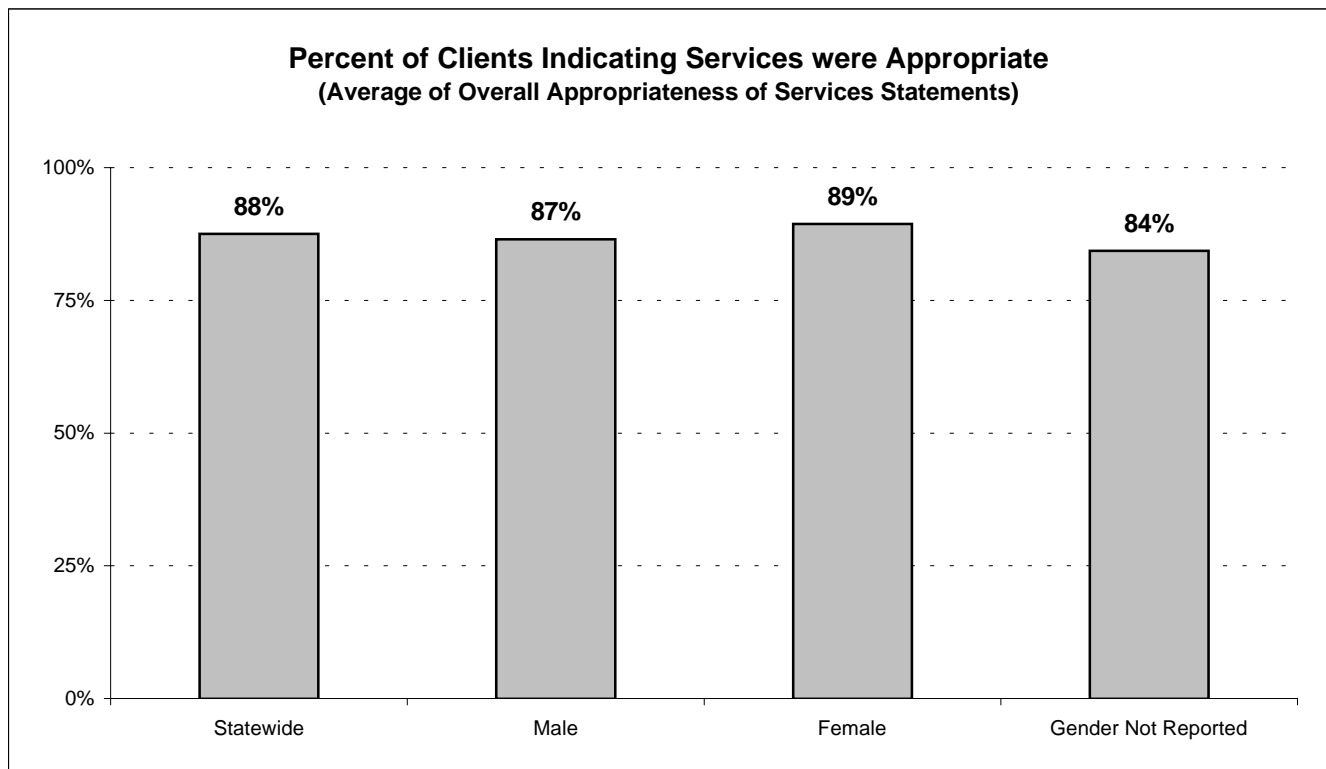
Appropriateness of Services

Summary for North Carolina By Gender

This table summarizes consumer perceptions about the appropriateness of services received by gender statewide.

Overall, nine out of ten clients feel the services they receive are appropriate. Female clients are slightly more likely to feel services are appropriate than male respondents.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | | | | |
|---------------------------------------|---|-------------------------------|--|---------------------------------|--|--|---------------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | |
| | Staff believe I can grow, change, and get better | I felt free to complain | Staff informed me of side effects to watch for | Staff respected my wishes | My caregivers were sensitive to my culture | Staff helped me obtain information | Average of Appropriate Services |
| Statewide | 91% | 85% | 84% | 91% | 86% | 88% | 88% |
| BY GENDER | | | | | | | |
| Male | 90% | 84% | 84% | 90% | 84% | 87% | 87% |
| Female | 93% | 87% | 85% | 93% | 89% | 89% | 89% |
| Gender Not Reported | 90% | 82% | 80% | 86% | 82% | 86% | 84% |



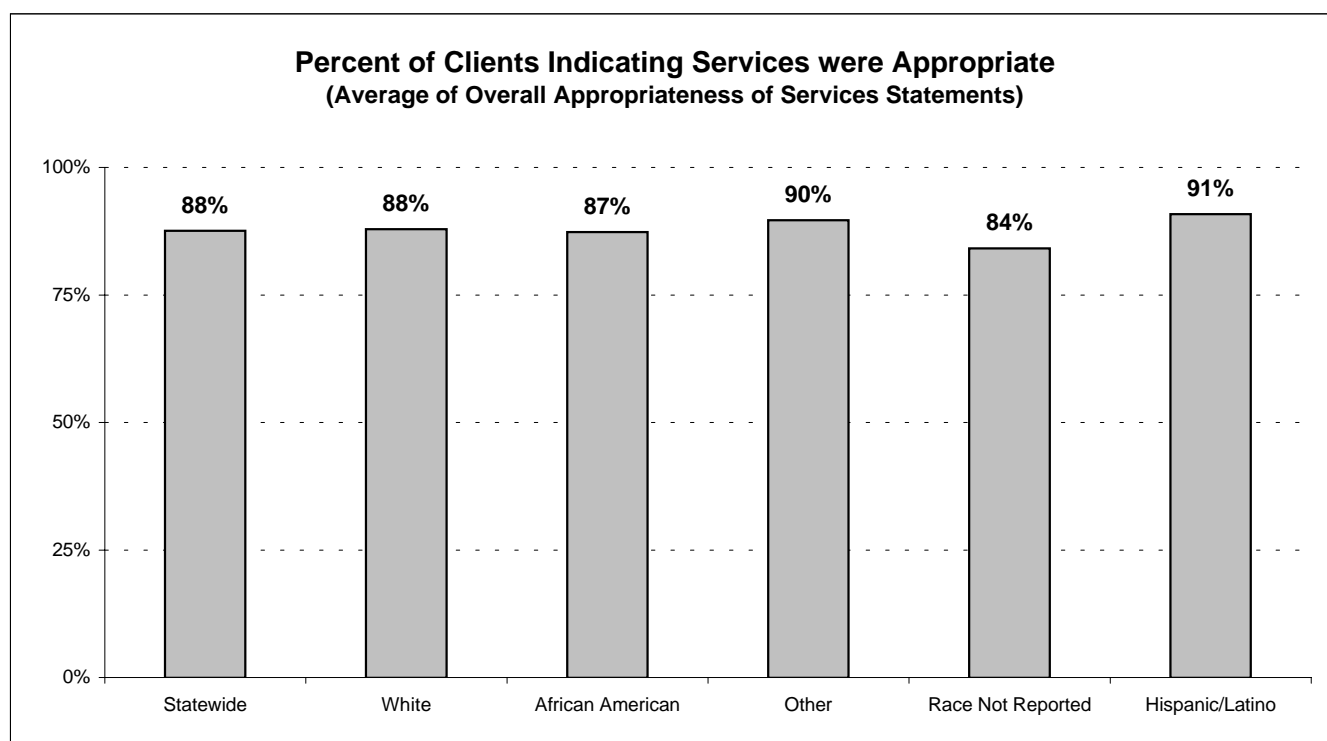
Appropriateness of Services

Summary for North Carolina By Race and Ethnicity

This table summarizes consumer perceptions about the appropriateness of services received by race and ethnicity statewide.

Overall, about nine out of ten clients feel the services they receive are appropriate. Little difference was observed among the groups, although clients of Hispanic/Latino ethnicity were slightly more likely to consider services to be appropriate.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | | | | |
|---|--|-------------------------|--|---------------------------|--|------------------------------------|---------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | |
| | Staff believe I can grow, change, and get better | I felt free to complain | Staff informed me of side effects to watch for | Staff respected my wishes | My caregivers were sensitive to my culture | Staff helped me obtain information | Average of Appropriate Services |
| Statewide | 91% | 85% | 84% | 91% | 86% | 88% | 88% |
| BY RACE/ETHNICITY | | | | | | | |
| White | 91% | 85% | 84% | 92% | 87% | 88% | 88% |
| African American | 91% | 86% | 86% | 91% | 86% | 88% | 87% |
| Other (Native American, Asian and Other) | 94% | 87% | 88% | 91% | 87% | 91% | 90% |
| Race Not Reported | 90% | 82% | 80% | 86% | 82% | 86% | 84% |
| Hispanic/Latino | 98% | 86% | 86% | 94% | 90% | 92% | 91% |
| Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group. | | | | | | | |



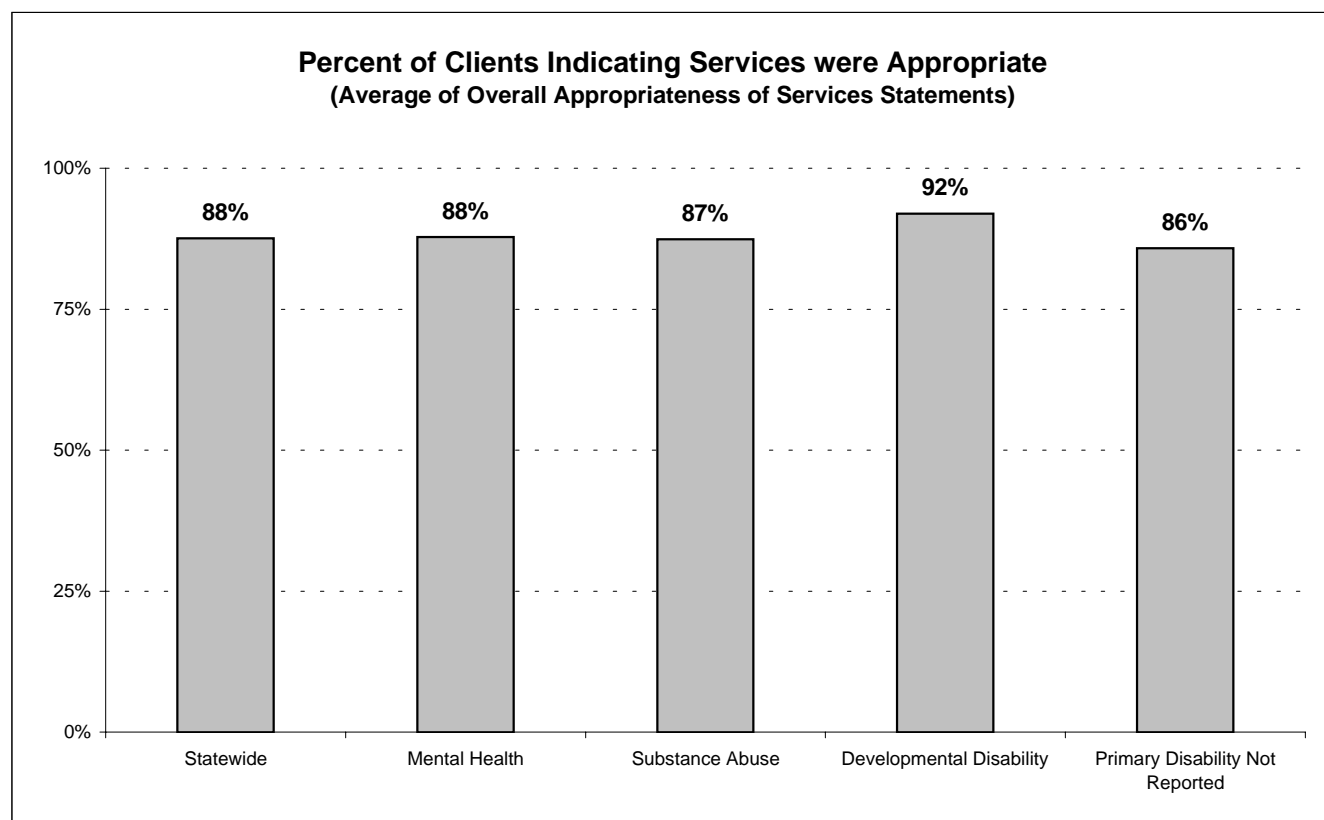
Appropriateness of Services

Summary for North Carolina by Clients' Primary Disability

This table summarizes consumer perceptions about the appropriateness of services received by clients' primary disability statewide.

Overall, roughly nine out of ten clients feel services they receive are appropriate. Clients with developmental disabilities were most likely to feel the services that they receive are appropriate.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | | | | |
|--|--|-------------------------|--|---------------------------|--|------------------------------------|---------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | |
| | Staff believe I can grow, change, and get better | I felt free to complain | Staff informed me of side effects to watch for | Staff respected my wishes | My caregivers were sensitive to my culture | Staff helped me obtain information | Average of Appropriate Services |
| Statewide | 91% | 85% | 84% | 91% | 86% | 88% | 88% |
| BY CLIENTS' PRIMARY DISABILITY | | | | | | | |
| Mental Health | 91% | 86% | 84% | 91% | 87% | 88% | 88% |
| Substance Abuse | 92% | 84% | 84% | 91% | 85% | 89% | 87% |
| Developmental Disability | 93% | 92% | 88% | 95% | 93% | 91% | 92% |
| Primary Disability Not Reported | 91% | 83% | 82% | 89% | 83% | 87% | 86% |



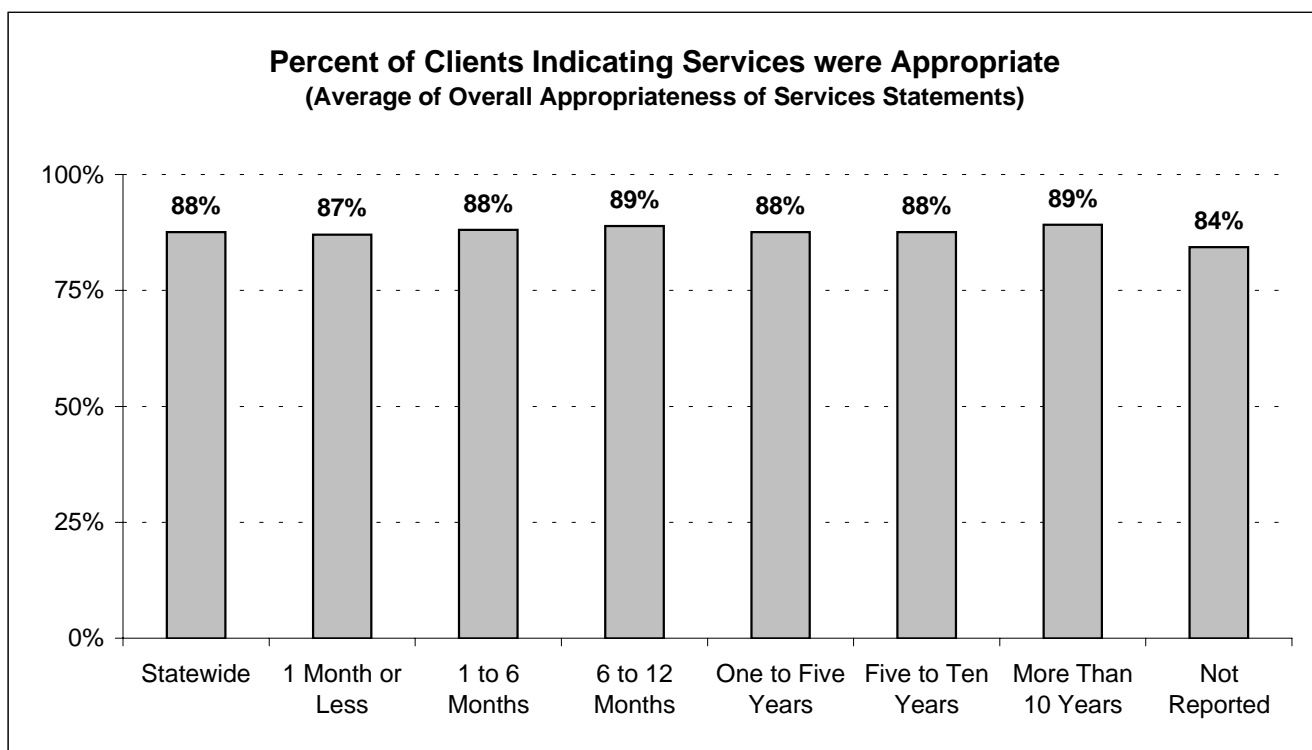
Appropriateness of Services

Summary for North Carolina By Length of Time at Area Program

This table summarizes consumer perceptions statewide about the appropriateness of services received by length of time since admission to the program.

Overall, roughly nine out of ten clients feel services they receive are appropriate. There is little difference in satisfaction with the appropriateness of services by length of time being served.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | | | | |
|------------------------------------|--|-------------------------|--|---------------------------|--|------------------------------------|---------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | |
| | Staff believe I can grow, change, and get better | I felt free to complain | Staff informed me of side effects to watch for | Staff respected my wishes | My caregivers were sensitive to my culture | Staff helped me obtain information | Average of Appropriate Services |
| Statewide | 91% | 85% | 84% | 91% | 86% | 88% | 88% |
| BY TIME SINCE ADMISSION | | | | | | | |
| 1 Month or Less | 92% | 85% | 80% | 92% | 86% | 87% | 87% |
| 1 to 6 Months | 92% | 87% | 84% | 92% | 86% | 88% | 88% |
| 6 to 12 Months | 92% | 87% | 86% | 92% | 88% | 88% | 89% |
| One to Five Years | 91% | 85% | 84% | 91% | 87% | 88% | 88% |
| Five to Ten Years | 91% | 85% | 84% | 91% | 86% | 88% | 88% |
| More Than 10 Years | 92% | 86% | 87% | 93% | 88% | 89% | 89% |
| Admission Date Not Reported | 90% | 82% | 80% | 86% | 82% | 86% | 84% |



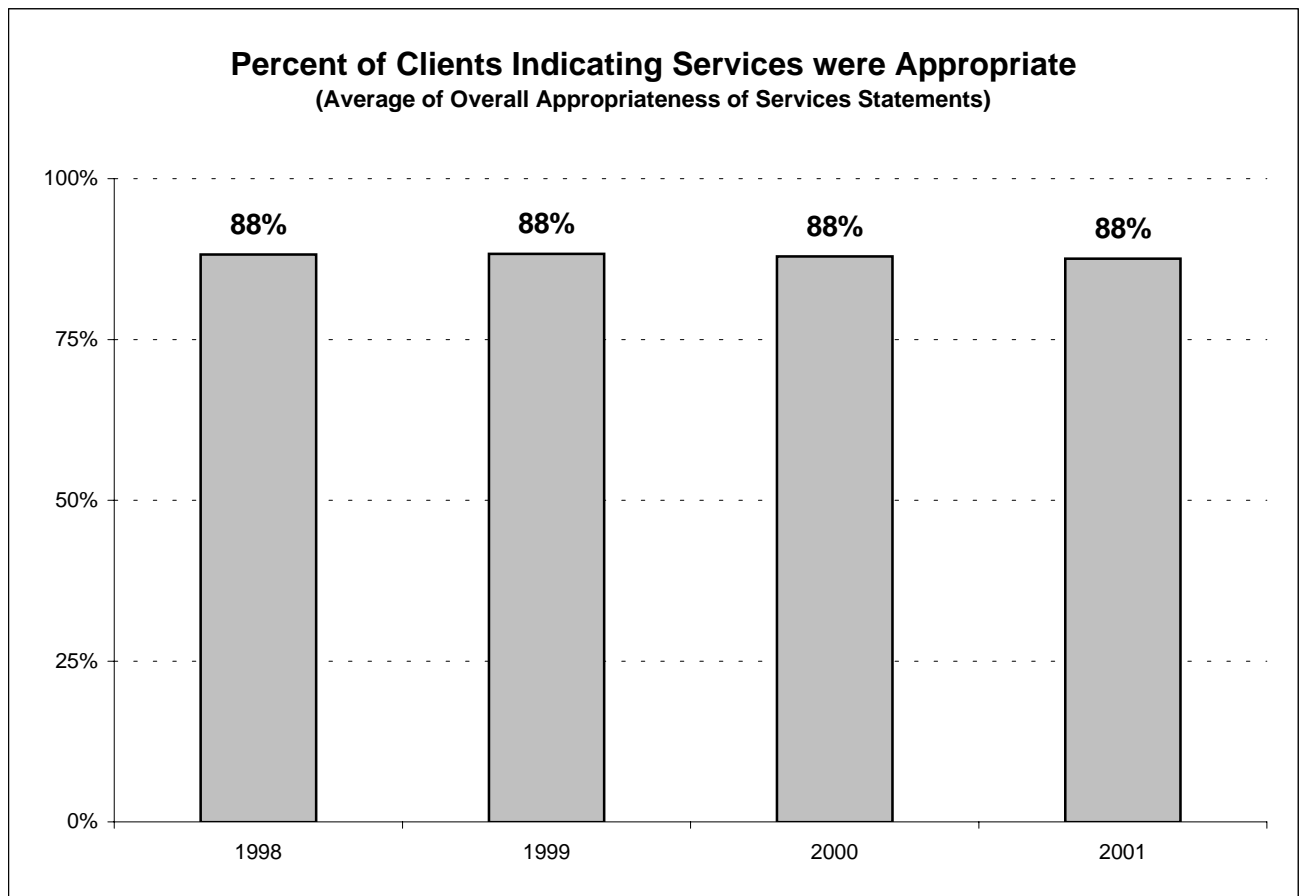
Appropriateness of Services

Summary for North Carolina by Year

This table summarizes consumer perceptions statewide about the appropriateness of services received by year.

The percent of consumers surveyed statewide who felt that services were appropriate has remained constant between 1998 and 2001.

| Appropriateness of Services | | | | |
|---|-----------|---------------|--------------|--------------|
| Percent of Consumers Indicating Satisfaction with Appropriateness of Services | | | | |
| | 1998-Fall | 1999-December | 2000-October | 2001-October |
| Statewide | 88% | 88% | 88% | 88% |



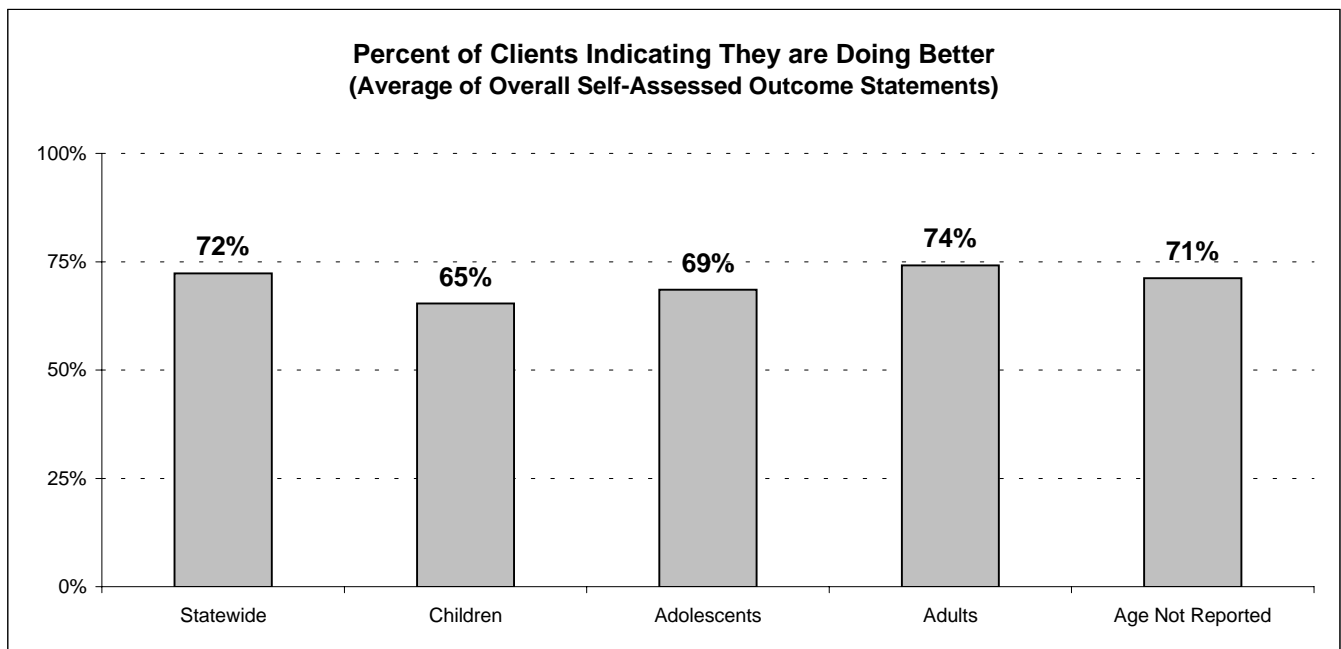
Self-Assessment of Outcomes

Summary for North Carolina

This table summarizes consumer perceptions about their own assessment of outcomes or progress statewide for key age groups.

Overall, most clients indicated they were getting better. Roughly seven out of ten clients saw improvement for each of the statements posed to them. In area programs, adults were most likely to feel that they were making progress and parents of young children were less likely to think their children were making progress.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | | | | | |
|--|--|-------------------------------------|--------------------------------------|--|----------------------------------|---|--|-----------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | | |
| | I deal more effectively with daily problems | I am better able to control my life | I am better able to deal with crisis | I am getting along better with my family | I do better in social situations | I am doing better in school and/or work | My symptoms are not bothering me as much | Average of Self Assessed Outcomes |
| Statewide | 76% | 75% | 71% | 74% | 71% | 70% | 68% | 72% |
| BY AGE CATEGORY | | | | | | | | |
| Young Children (Clients Under 12, Parent Responding) | 68% | 64% | 58% | 70% | 68% | 69% | 60% | 65% |
| Adolescents (Client Age 12-17) | 70% | 70% | 64% | 72% | 72% | 69% | 63% | 69% |
| Adults (Client Age 18+) | 79% | 78% | 75% | 76% | 72% | 70% | 70% | 74% |
| Age Not Reported | 76% | 72% | 70% | 73% | 71% | 70% | 67% | 71% |



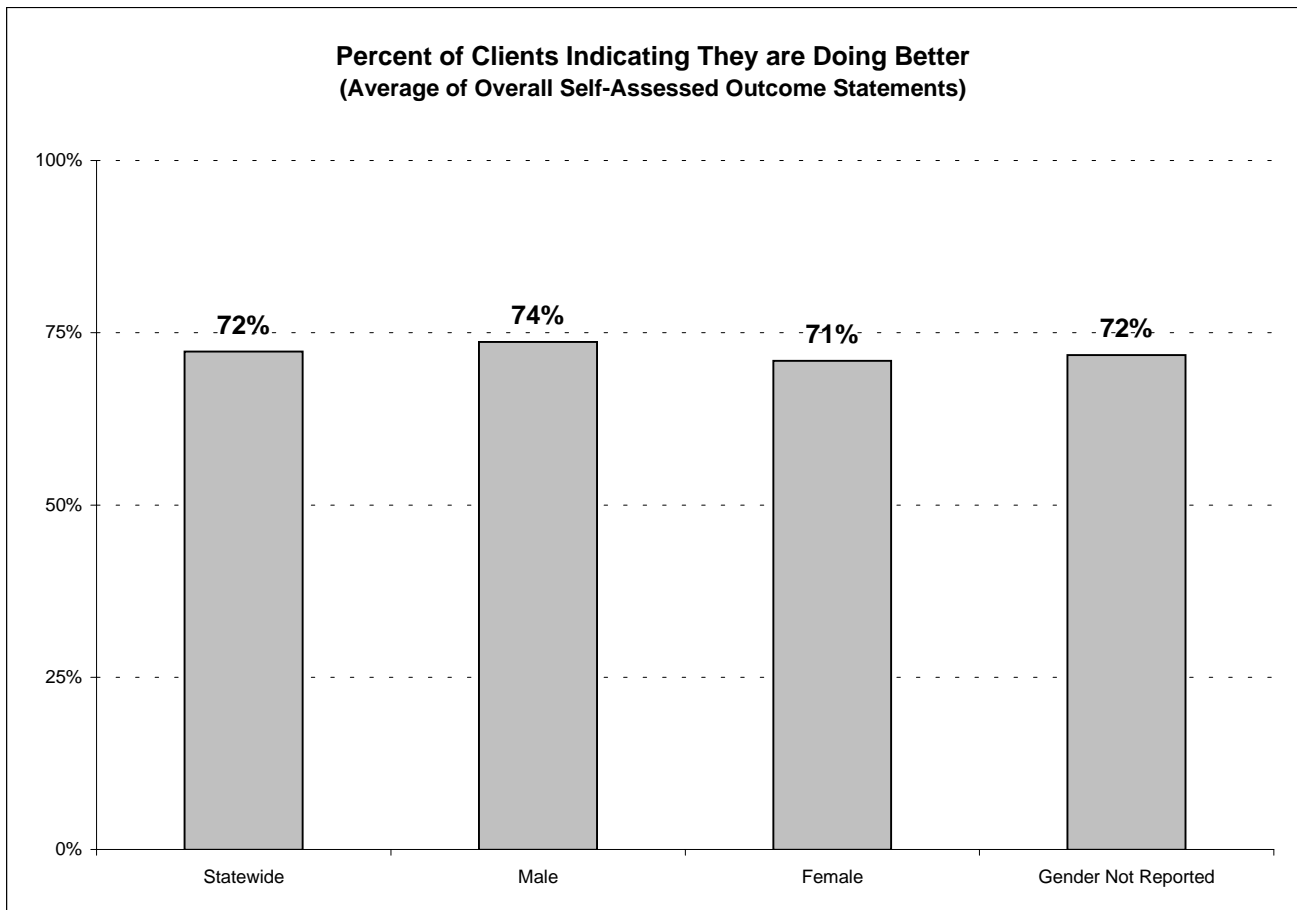
Self-Assessment of Outcomes

Summary for North Carolina By Gender

This table summarizes consumer perceptions about their own assessment of outcomes or progress statewide by gender.

Overall, most clients indicated they were getting better. Roughly seven out of ten clients saw improvement for each of the statements posed to them. In area programs, male clients were slightly more likely to believe they were making progress than female clients.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | | | | | |
|---------------------------------------|--|-------------------------------------|--------------------------------------|--|----------------------------------|---|--|-----------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | | |
| | I deal more effectively with daily problems | I am better able to control my life | I am better able to deal with crisis | I am getting along better with my family | I do better in social situations | I am doing better in school and/or work | My symptoms are not bothering me as much | Average of Self Assessed Outcomes |
| Statewide | 76% | 75% | 71% | 74% | 71% | 70% | 68% | 72% |
| BY GENDER | | | | | | | | |
| Male | 77% | 77% | 72% | 76% | 73% | 71% | 69% | 74% |
| Female | 76% | 74% | 70% | 72% | 69% | 69% | 66% | 71% |
| Gender Not Reported | 76% | 73% | 72% | 74% | 72% | 70% | 67% | 72% |



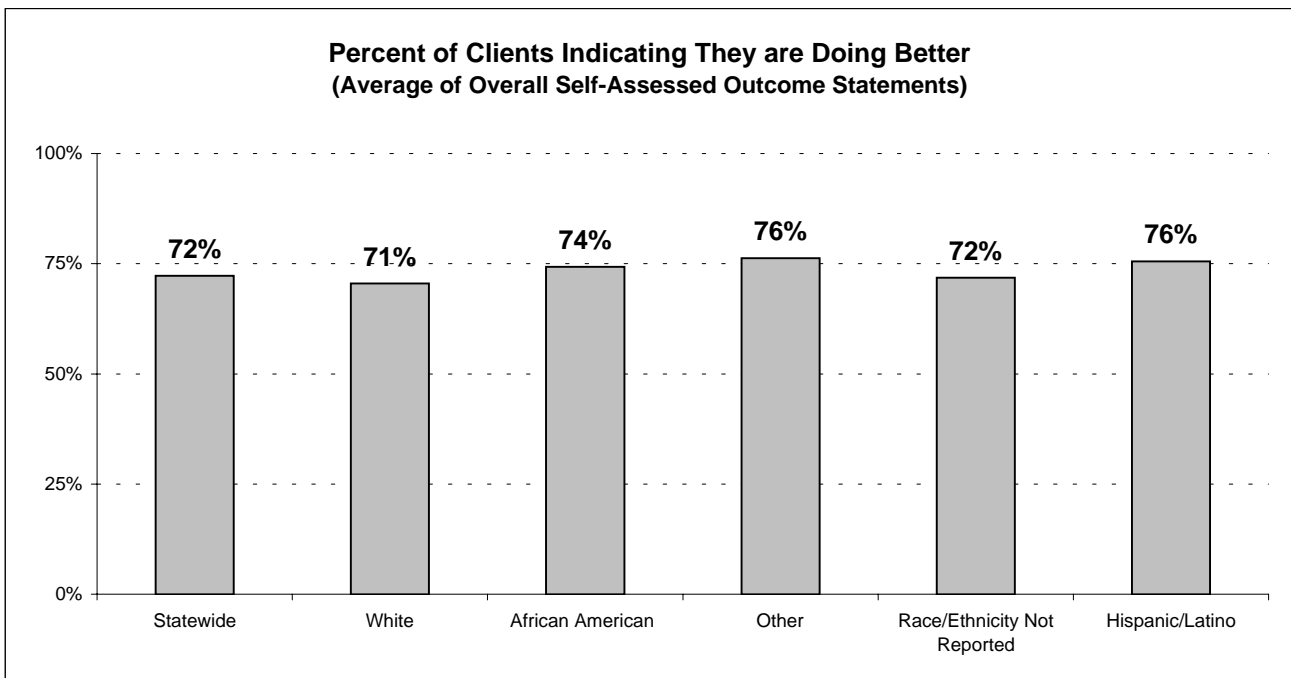
Self-Assessment of Outcomes

Summary for North Carolina By Race and Ethnicity

This table summarizes consumer perceptions statewide about their own assessment of outcomes or progress by race and ethnicity.

Overall, most clients indicated they were getting better. Roughly seven out of ten clients saw improvement for each of the statements posed to them. Persons identified as Hispanic/Latino were most likely to feel that they were doing better while whites were less likely to feel that they were doing better.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | | | | | |
|---|--|-------------------------------------|--------------------------------------|--|----------------------------------|---|--|-----------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | | |
| | I deal more effectively with daily problems | I am better able to control my life | I am better able to deal with crisis | I am getting along better with my family | I do better in social situations | I am doing better in school and/or work | My symptoms are not bothering me as much | Average of Self Assessed Outcomes |
| Statewide | 76% | 75% | 71% | 74% | 71% | 70% | 68% | 72% |
| BY RACE/ETHNICITY | | | | | | | | |
| White | 76% | 74% | 70% | 72% | 69% | 68% | 65% | 71% |
| African American | 77% | 77% | 73% | 78% | 75% | 74% | 72% | 74% |
| Other (Native American, Asian and Other) | 79% | 78% | 74% | 79% | 76% | 76% | 73% | 76% |
| Race Not Reported | 76% | 73% | 72% | 74% | 72% | 70% | 67% | 72% |
| Hispanic/Latino | 77% | 77% | 74% | 74% | 75% | 78% | 73% | 76% |
| Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group. | | | | | | | | |



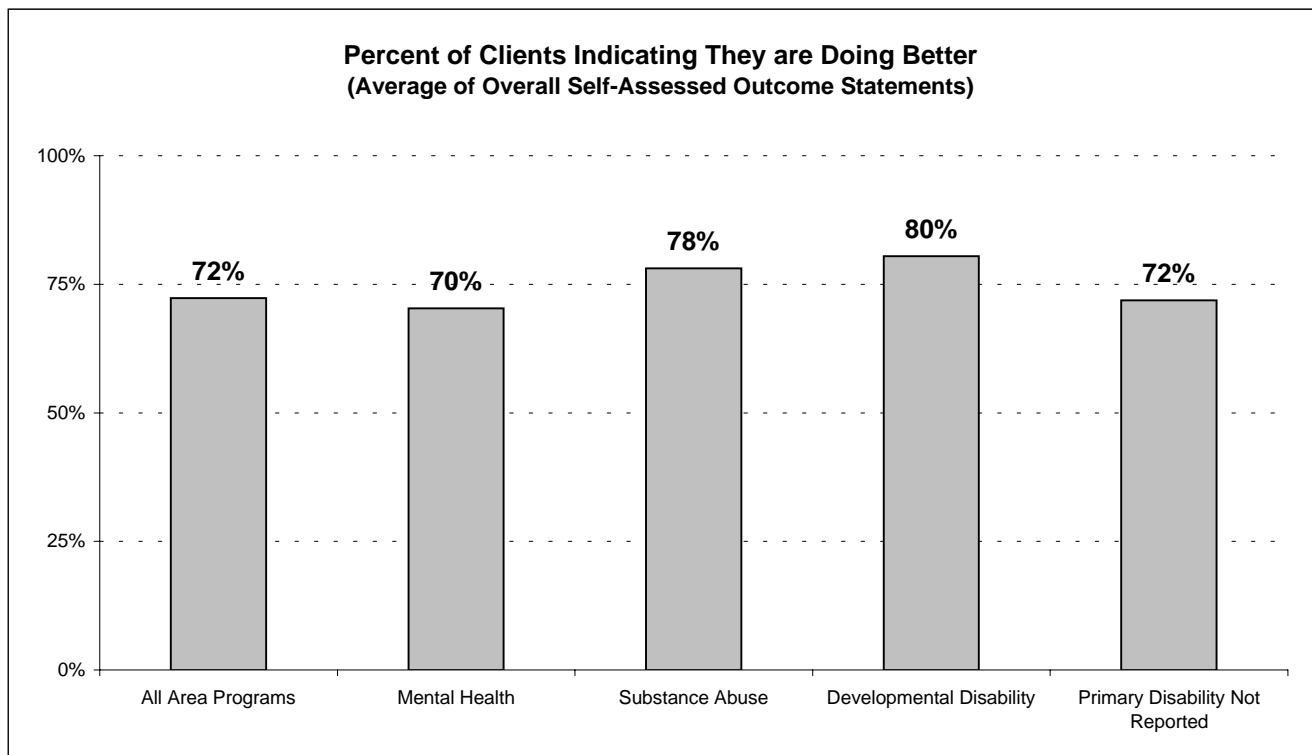
Self-Assessment of Outcomes

Summary for North Carolina By Clients' Primary Disability

This table summarizes consumer perceptions statewide about their own assessment of outcomes or progress by clients' primary disability.

Roughly seven out of ten clients saw improvement for each of the statements posed to them. Clients with developmental disabilities were most likely to feel they were making progress. Clients with mental health problems were less likely to feel they were making progress although most still felt they were doing better.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | | | | | |
|--|--|-------------------------------------|--------------------------------------|--|----------------------------------|---|--|-----------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | | |
| | I deal more effectively with daily problems | I am better able to control my life | I am better able to deal with crisis | I am getting along better with my family | I do better in social situations | I am doing better in school and/or work | My symptoms are not bothering me as much | Average of Self Assessed Outcomes |
| Statewide | 76% | 75% | 71% | 74% | 71% | 70% | 68% | 72% |
| BY CLIENTS' PRIMARY DISABILITY | | | | | | | | |
| Mental Health | 75% | 73% | 69% | 73% | 69% | 68% | 66% | 70% |
| Substance Abuse | 81% | 82% | 78% | 79% | 77% | 76% | 73% | 78% |
| Developmental Disability | 83% | 81% | 75% | 83% | 84% | 80% | 77% | 80% |
| Primary Disability Not Reported | 76% | 74% | 72% | 74% | 72% | 69% | 67% | 72% |



Self-Assessment of Outcomes

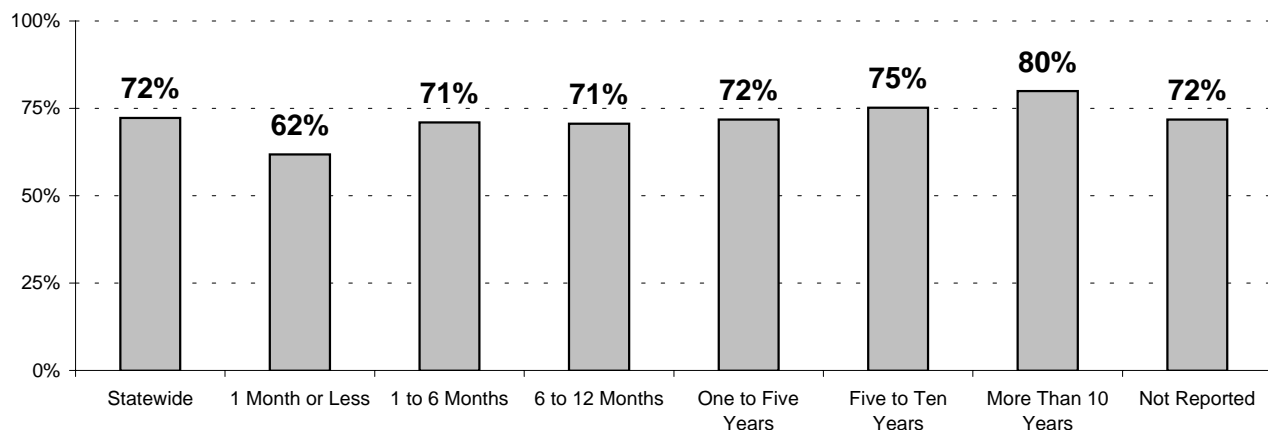
Summary for North Carolina By Length of Time at Area Program

This table summarizes consumer perceptions statewide about their own assessment of outcomes or progress by length of time since admission to the program.

Roughly seven out of ten clients saw improvement for each of the statements posed to them. The longer the consumer had been served the more likely they felt they were making progress.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | | | | | |
|--|---|---|--|--|--|---|--|--|
| | Percent of Consumers Agreeing with Statement | | | | | | | |
| | I deal more effectively with daily problems | I am better able to control my life | I am better able to deal with crisis | I am getting along better with my family | I do better in social situations | I am doing better in school and/or work | My symptoms are not bothering me as much | Average of Self Assessed Outcomes |
| Statewide | 76% | 75% | 71% | 74% | 71% | 70% | 68% | 72% |
| BY TIME SINCE ADMISSION | | | | | | | | |
| 1 Month or Less | 66% | 63% | 61% | 67% | 62% | 60% | 55% | 62% |
| 1 to 6 Months | 74% | 75% | 70% | 73% | 70% | 68% | 67% | 71% |
| 6 to 12 Months | 75% | 74% | 69% | 73% | 69% | 70% | 65% | 71% |
| One to Five Years | 77% | 74% | 70% | 74% | 71% | 70% | 67% | 72% |
| Five to Ten Years | 79% | 78% | 74% | 77% | 73% | 75% | 70% | 75% |
| More Than 10 Years | 85% | 84% | 79% | 81% | 79% | 74% | 77% | 80% |
| Admission Date Not Reported | 76% | 73% | 72% | 74% | 72% | 70% | 67% | 72% |

Percent of Clients Indicating They are Doing Better
(Average of Overall Self-Assessed Outcome Statements)



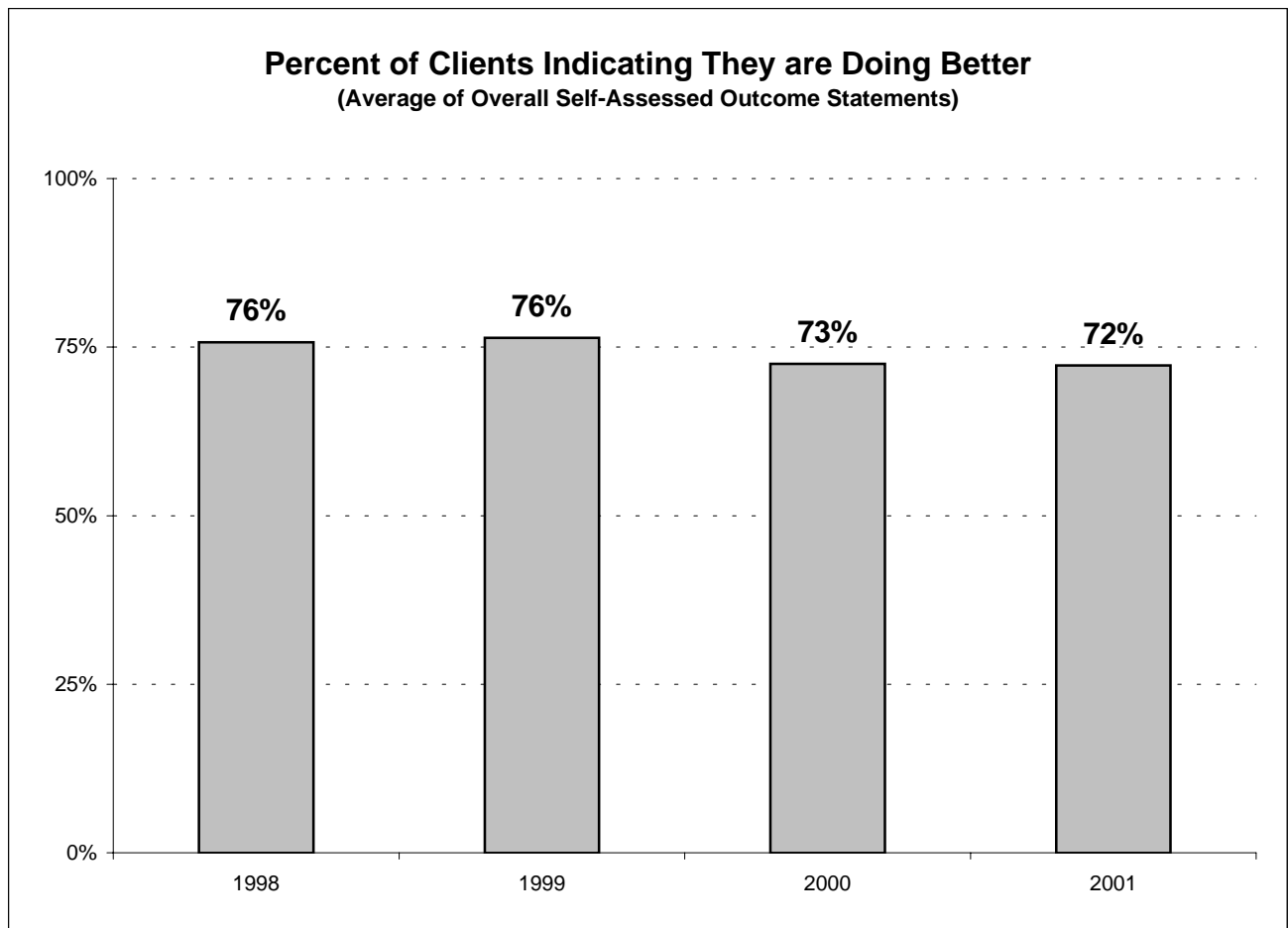
Self-Assessment of Outcomes

Summary for North Carolina by Year

This table summarizes consumer perceptions statewide about their own assessment of outcomes or progress by year.

The percent of consumers surveyed who felt that they were making progress has declined slightly in the last few years.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | |
|------------------------------------|---|---------------|--------------|--------------|
| | Percent of Consumers Indicating They Were Making Progress | | | |
| | 1998-Fall | 1999-December | 2000-October | 2001-October |
| Statewide | 76% | 76% | 73% | 72% |



Overall Satisfaction with Services

Detailed Questions by Area Program

This table summarizes the overall levels of satisfaction for area programs by detailed question.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. No area program averaged less than 83 percent of consumers surveyed indicating they were satisfied with services overall. The statement consumers were most likely to agree with was "I liked the services that I received".

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | |
|------------------------------------|--|----------------------------------|---|---------------------------------------|
| | Percent of Consumers Agreeing with Statement | | | |
| | I liked the services that I received | I would still choose this agency | I would recommend this agency to others | Average of Satisfaction with Services |
| Alamance-Caswell | 89% | 86% | 89% | 88% |
| Albemarle | 92% | 88% | 88% | 89% |
| Blue Ridge | 94% | 88% | 89% | 90% |
| Catawba | 92% | 88% | 91% | 90% |
| Centerpoint | 89% | 82% | 87% | 86% |
| Crossroads | 90% | 85% | 91% | 88% |
| Cumberland | 89% | 83% | 86% | 86% |
| Davidson | 86% | 80% | 87% | 84% |
| Duplin-Sampson | 94% | 89% | 93% | 92% |
| Durham | 87% | 81% | 86% | 85% |
| Edgecombe-Nash | 92% | 84% | 89% | 88% |
| Foothills | 91% | 84% | 88% | 88% |
| Guilford | 88% | 78% | 87% | 84% |
| Johnston | 86% | 80% | 85% | 83% |
| Lee-Harnett | 97% | 91% | 94% | 94% |
| Lenoir | 96% | 92% | 92% | 94% |
| Mecklenburg | 88% | 80% | 84% | 84% |
| Neuse | 93% | 85% | 90% | 89% |
| New River | 94% | 88% | 90% | 90% |
| Onslow | 92% | 84% | 81% | 86% |
| OPC | 93% | 86% | 90% | 90% |
| Pathways | 94% | 90% | 92% | 92% |
| Piedmont | 87% | 83% | 84% | 85% |
| Pitt | 91% | 84% | 88% | 88% |
| Randolph | 93% | 86% | 91% | 90% |
| Riverstone | 95% | 92% | 96% | 94% |
| Roanoke-Chowan | 95% | 89% | 93% | 92% |
| Rockingham | 96% | 88% | 92% | 92% |
| Rutherford-Polk | 89% | 81% | 88% | 86% |
| Sandhills | 89% | 85% | 88% | 87% |
| Smoky Mountain | 91% | 88% | 91% | 90% |
| Southeastern Center | 92% | 86% | 88% | 89% |
| Southeastern Regional | 92% | 85% | 86% | 88% |
| Tideland | 94% | 87% | 88% | 89% |
| Trend | 93% | 84% | 90% | 89% |
| VGFW | 91% | 85% | 88% | 88% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 86% | 79% | 83% | 83% |
| Wilson-Greene | 93% | 90% | 91% | 91% |
| All Area Programs | 91% | 85% | 88% | 88% |

Overall Satisfaction with Services

Area Program Summary by Age

This table summarizes the overall levels of satisfaction for area programs by different age groups.

Overall, most clients surveyed in area programs indicated they were satisfied with services. In most area programs, adolescents were much less likely to indicate satisfaction, though this percent is always at or above 65%. For adults, this percent is always at or above 84%.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | | |
|--|--|-----------------------------------|----------------------------|---------------------|-------------------------|
| | Average Percent of Consumers Indicating Overall Satisfaction | | | | |
| | Young Children (Clients Under 12, Parent Responding) | Adolescents (Client Age 12-17) | Adults (Client Age 18+) | Age Not Reported | Average for All Ages |
| Alamance-Caswell | 88% | 82% | 89% | N/A | 88% |
| Albemarle | 94% | 87% | 89% | N/A | 89% |
| Blue Ridge | 88% | 80% | 93% | N/A | 90% |
| Catawba | 93% | 82% | 92% | N/A | 90% |
| Centerpoint | 89% | 81% | 86% | N/A | 86% |
| Crossroads | 99% | 80% | 87% | N/A | 88% |
| Cumberland | 94% | 76% | 88% | 86% | 86% |
| Davidson | 81% | 71% | 89% | N/A | 84% |
| Duplin-Sampson | 90% | 90% | 93% | N/A | 92% |
| Durham | 94% | 87% | 85% | 79% | 85% |
| Edgecombe-Nash | 94% | 76% | 90% | N/A | 88% |
| Foothills | 88% | 79% | 91% | N/A | 88% |
| Guilford | 93% | 74% | 85% | 81% | 84% |
| Johnston | 92% | 72% | 84% | N/A | 83% |
| Lee-Harnett | 96% | 90% | 94% | N/A | 94% |
| Lenoir | 95% | 99% | 92% | N/A | 94% |
| Mecklenburg | 97% | 65% | 87% | 85% | 84% |
| Neuse | 96% | 73% | 92% | N/A | 89% |
| New River | 95% | 78% | 91% | N/A | 90% |
| Onslow | 79% | 91% | 88% | 61% | 86% |
| OPC | 88% | 73% | 92% | 84% | 90% |
| Pathways | 88% | 83% | 94% | N/A | 92% |
| Piedmont | 87% | 74% | 88% | 94% | 85% |
| Pitt | 93% | 85% | 90% | 69% | 88% |
| Randolph | 90% | 71% | 93% | N/A | 90% |
| Riverstone | 94% | N/A | 95% | 95% | 94% |
| Roanoke-Chowan | 98% | 83% | 93% | N/A | 92% |
| Rockingham | 90% | 79% | 95% | N/A | 92% |
| Rutherford-Polk | 91% | N/A | 86% | N/A | 86% |
| Sandhills | 91% | 83% | 87% | N/A | 87% |
| Smoky Mountain | 91% | 89% | 90% | 92% | 90% |
| Southeastern Center | 91% | 79% | 91% | N/A | 89% |
| Southeastern Regional | 85% | 83% | 90% | 83% | 88% |
| Tideland | 92% | 81% | 90% | N/A | 89% |
| Trend | 93% | 85% | 88% | N/A | 89% |
| VGFW | 91% | 69% | 91% | N/A | 88% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 79% | 73% | 86% | N/A | 83% |
| Wilson-Greene | 95% | 84% | 92% | 78% | 91% |
| All Area Programs | 91% | 78% | 90% | 83% | 88% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | |

Overall Satisfaction with Services

Area Program Summary by Gender

This table summarizes the overall levels of satisfaction for area programs by gender.

Overall, most clients surveyed in area programs indicated they were satisfied with services. In most area programs, female consumers were somewhat more likely to indicate overall satisfaction. No area program had less than 80% indicating overall satisfaction with services for either gender.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | |
|--|--|--------------|---------------------|
| | Average Percent of Consumers Indicating Overall Satisfaction | | |
| | Males | Females | Gender Not Reported |
| Alamance-Caswell | 85% | 90% | 94% |
| Albemarle | 88% | 91% | 81% |
| Blue Ridge | 90% | 91% | N/A |
| Catawba | 87% | 94% | N/A |
| Centerpoint | 83% | 90% | 93% |
| Crossroads | 81% | 93% | 100% |
| Cumberland | 86% | 86% | 86% |
| Davidson | 85% | 84% | N/A |
| Duplin-Sampson | 91% | 93% | 96% |
| Durham | 86% | 86% | 80% |
| Edgecombe-Nash | 85% | 93% | 94% |
| Foothills | 85% | 91% | 85% |
| Guilford | 82% | 87% | 82% |
| Johnston | 84% | 83% | N/A |
| Lee-Harnett | 94% | 95% | N/A |
| Lenoir | 92% | 96% | 87% |
| Mecklenburg | 83% | 87% | 83% |
| Neuse | 88% | 91% | 91% |
| New River | 90% | 92% | 84% |
| Onslow | 89% | 85% | 74% |
| OPC | 89% | 91% | 89% |
| Pathways | 89% | 93% | 97% |
| Piedmont | 82% | 90% | 83% |
| Pitt | 91% | 88% | 73% |
| Randolph | 90% | 91% | 86% |
| Riverstone | 94% | 95% | N/A |
| Roanoke-Chowan | 90% | 95% | 100% |
| Rockingham | 89% | 95% | 93% |
| Rutherford-Polk | 80% | 93% | 85% |
| Sandhills | 87% | 89% | N/A |
| Smoky Mountain | 90% | 90% | 92% |
| Southeastern Center | 87% | 90% | 93% |
| Southeastern Regional | 91% | 90% | 83% |
| Tideland | 89% | 90% | N/A |
| Trend | 89% | 88% | 95% |
| VGFW | 85% | 91% | 92% |
| Wake | Not Reported | Not Reported | Not Reported |
| Wayne | 80% | 86% | N/A |
| Wilson-Greene | 92% | 92% | 83% |
| All Area Programs | 87% | 90% | 85% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | |

Overall Satisfaction with Services

Area Program Summary by Race and Ethnicity

This table summarizes the overall levels of satisfaction for area programs by different race and ethnic groups.

Overall, most clients surveyed in area programs indicated they were satisfied with services. There were no consistent patterns across the state by race or ethnic groups.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | | |
|---|--|------------------|--|-------------------|---------------------|
| | Average Percent of Consumers Indicating Overall Satisfaction | | | | |
| | White | African American | Other (Native American, Asian and Other) | Race Not Reported | Hispanic/ Latino |
| Alamance-Caswell | 86% | 90% | N/A | 94% | N/A |
| Albemarle | 89% | 92% | N/A | 81% | N/A |
| Blue Ridge | 90% | 89% | N/A | N/A | N/A |
| Catawba | 90% | 94% | 81% | 100% | 80% |
| Centerpoint | 85% | 87% | 91% | 86% | 98% |
| Crossroads | 88% | 91% | 93% | 100% | N/A |
| Cumberland | 88% | 86% | N/A | 86% | 77% |
| Davidson | 84% | 90% | N/A | NA | N/A |
| Duplin-Sampson | 93% | 91% | 93% | 93% | 100% |
| Durham | 85% | 87% | N/A | 81% | N/A |
| Edgecombe-Nash | 85% | 90% | N/A | 94% | N/A |
| Foothills | 87% | 93% | 94% | 86% | 94% |
| Guilford | 85% | 84% | 92% | 83% | N/A |
| Johnston | 81% | 86% | N/A | N/A | N/A |
| Lee-Harnett | 94% | 94% | N/A | N/A | N/A |
| Lenoir | 96% | 92% | N/A | 88% | N/A |
| Mecklenburg | 83% | 85% | 91% | 83% | N/A |
| Neuse | 90% | 89% | 85% | 91% | 97% |
| New River | 91% | 87% | N/A | 84% | N/A |
| Onslow | 85% | 92% | N/A | 74% | N/A |
| OPC | 90% | 89% | N/A | 89% | N/A |
| Pathways | 92% | 88% | 90% | 97% | 75% |
| Piedmont | 84% | 93% | N/A | 83% | N/A |
| Pitt | 88% | 91% | N/A | 74% | N/A |
| Randolph | 90% | 92% | 94% | 86% | 100% |
| Riverstone | 98% | 92% | N/A | 94% | N/A |
| Roanoke-Chowan | 95% | 91% | N/A | N/A | N/A |
| Rockingham | 94% | 87% | N/A | 93% | N/A |
| Rutherford-Polk | 86% | 85% | N/A | 88% | N/A |
| Sandhills | 87% | 89% | N/A | 85% | N/A |
| Smoky Mountain | 91% | N/A | N/A | 92% | N/A |
| Southeastern Center | 89% | 89% | N/A | 90% | N/A |
| Southeastern Regional | 90% | 89% | N/A | 83% | N/A |
| Tideland | 89% | 89% | N/A | N/A | N/A |
| Trend | 89% | 80% | N/A | 95% | N/A |
| VGFW | 87% | 89% | 92% | 87% | N/A |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 84% | 81% | N/A | N/A | N/A |
| Wilson-Greene | 92% | 92% | N/A | 83% | N/A |
| All Area Programs | 88% | 88% | 90% | 85% | 89% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | |
| Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group. | | | | | |

Overall Satisfaction with Services

Area Program Summary By Clients' Primary Disability

This table summarizes the overall levels of satisfaction for area programs by clients' primary disability.

Overall, most clients in all three primary disability groups surveyed in area programs indicated they were satisfied with services with the largest variation being in substance abuse. However, in all area programs, the overall satisfaction for substance abuse clients was 71% or higher.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | |
|--|--|-----------------|-----------------------------|------------------------------------|
| | Average Percent of Consumers Indicating Overall Satisfaction | | | |
| | Mental Health | Substance Abuse | Developmental Disability | Primary Disability Not Reported |
| Alamance-Caswell | 89% | 87% | 91% | 85% |
| Albemarle | 90% | 88% | N/A | 83% |
| Blue Ridge | 88% | 94% | 97% | 88% |
| Catawba | 90% | 93% | N/A | 84% |
| Centerpoint | 89% | 83% | N/A | 85% |
| Crossroads | 90% | 81% | 100% | 92% |
| Cumberland | 86% | 86% | N/A | 85% |
| Davidson | 87% | 73% | N/A | N/A |
| Duplin-Sampson | 92% | 90% | 85% | 96% |
| Durham | 88% | 82% | 80% | 81% |
| Edgecombe-Nash | 88% | 90% | 100% | 84% |
| Foothills | 88% | 88% | N/A | 88% |
| Guilford | 86% | 71% | 87% | 81% |
| Johnston | 82% | 89% | N/A | 79% |
| Lee-Harnett | 95% | 100% | N/A | 85% |
| Lenoir | 95% | 88% | N/A | 92% |
| Mecklenburg | 83% | 85% | 92% | 83% |
| Neuse | 89% | 88% | 98% | 91% |
| New River | 91% | 86% | 97% | 89% |
| Onslow | 85% | N/A | 90% | 79% |
| OPC | 91% | 94% | N/A | 86% |
| Pathways | 93% | 87% | N/A | 93% |
| Piedmont | 87% | 74% | N/A | 84% |
| Pitt | 88% | 90% | N/A | 80% |
| Randolph | 90% | 90% | 90% | 89% |
| Riverstone | 95% | N/A | 96% | 94% |
| Roanoke-Chowan | 93% | 90% | 98% | 80% |
| Rockingham | 95% | 85% | N/A | 95% |
| Rutherford-Polk | 84% | 85% | 100% | 88% |
| Sandhills | 89% | 85% | 81% | 84% |
| Smoky Mountain | 92% | 81% | N/A | 94% |
| Southeastern Center | 87% | 96% | N/A | 93% |
| Southeastern Regional | 91% | 88% | N/A | 85% |
| Tideland | 88% | 88% | 96% | 95% |
| Trend | 88% | 93% | N/A | 92% |
| VGFW | 89% | 80% | 100% | 91% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 83% | 83% | N/A | 78% |
| Wilson-Greene | 91% | 94% | 96% | 86% |
| All Area Programs | 89% | 87% | 93% | 86% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | |

Overall Satisfaction with Services

Summary By Length of Time at Area Program

This table summarizes the overall levels of satisfaction for area programs by length of time since consumers were admitted to the area program.

Overall, consumers who had been in the programs more than 10 years were slightly more satisfied. The greatest variability was for those who had been in programs 6 months or less. However, in all area programs, the overall satisfaction for those consumers with 6 months or less was 72% or higher.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | | | | |
|------------------------------------|--|-------------------------|----------------------------|----------------------|----------------------|------------------------|-----------------------------------|
| | Average Percent of Consumers Indicating Overall Satisfaction | | | | | | |
| | One Month or Less | One to Six Months | Six to Twelve Months | One to Five Years | Five to Ten Years | More than Ten Years | Admission Date Not Reported |
| Alamance-Caswell | 88% | 85% | 83% | 89% | 87% | 91% | 94% |
| Albemarle | 93% | 89% | 92% | 88% | 89% | 90% | 81% |
| Blue Ridge | 85% | 92% | 91% | 90% | 90% | 94% | N/A |
| Catawba | 96% | 91% | 86% | 87% | 91% | 91% | N/A |
| Centerpoint | 85% | 83% | 81% | 88% | 87% | 92% | 93% |
| Crossroads | 90% | 85% | 92% | 89% | 84% | 92% | 100% |
| Cumberland | 88% | 79% | 93% | 87% | 92% | 81% | 86% |
| Davidson | 88% | 73% | 88% | 84% | 92% | 98% | NA |
| Duplin-Sampson | 90% | 92% | 88% | 91% | 93% | 99% | 96% |
| Durham | 75% | 79% | 91% | 87% | 85% | 88% | 80% |
| Edgecombe-Nash | 86% | 89% | 91% | 88% | 86% | 89% | 94% |
| Foothills | 92% | 92% | 90% | 84% | 89% | 95% | 85% |
| Guilford | 80% | 88% | 82% | 84% | 81% | 92% | 82% |
| Johnston | 83% | 76% | 92% | 86% | 83% | 77% | N/A |
| Lee-Harnett | N/A | 89% | 98% | 94% | 95% | 94% | N/A |
| Lenoir | 87% | 98% | 97% | 93% | 88% | 100% | 87% |
| Mecklenburg | 75% | 87% | 82% | 83% | 85% | 92% | 83% |
| Neuse | 94% | 83% | 90% | 87% | 91% | 96% | 91% |
| New River | 84% | 88% | 92% | 92% | 91% | 98% | 84% |
| Onslow | N/A | 80% | 84% | 84% | 93% | 94% | 74% |
| OPC | N/A | 82% | 83% | 91% | 96% | 92% | 89% |
| Pathways | 91% | 88% | 92% | 91% | 94% | 94% | 97% |
| Piedmont | NA | N/A | N/A | 85% | 83% | 91% | 83% |
| Pitt | 90% | 89% | 87% | 92% | 84% | 97% | 73% |
| Randolph | N/A | 94% | 89% | 89% | 92% | 97% | 86% |
| Riverstone | N/A | N/A | 97% | 95% | 93% | 97% | 94% |
| Roanoke-Chowan | 90% | 90% | 94% | 94% | 90% | 94% | N/A |
| Rockingham | 89% | 95% | 88% | 90% | 94% | 100% | 93% |
| Rutherford-Polk | N/A | 89% | 79% | 84% | 83% | 93% | 85% |
| Sandhills | 85% | 88% | 86% | 87% | 89% | 91% | N/A |
| Smoky Mountain | 82% | 86% | 86% | 93% | 95% | 90% | 92% |
| Southeastern Center | 90% | 91% | 93% | 87% | 87% | 90% | 93% |
| Southeastern Regional | 88% | 83% | N/A | 93% | 93% | 88% | 83% |
| Tideland | 84% | 85% | 84% | 90% | 92% | 93% | N/A |
| Trend | 90% | 91% | 92% | 85% | 89% | 81% | 95% |
| VGFW | 88% | 89% | 95% | 86% | 84% | 94% | 92% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 72% | 88% | 78% | 85% | 82% | 86% | N/A |
| Wilson-Greene | N/A | 94% | 87% | 92% | 93% | 90% | 83% |
| All Area Programs | 88% | 88% | 88% | 88% | 89% | 92% | 85% |

N/A indicates that there were less than ten responses so the data is not shown for the area program.

Overall Satisfaction with Services

Summary by Area Program by Year

This table summarizes the overall levels of satisfaction for area programs by year.

The overall levels of satisfaction have declined very slightly for area programs between 1998 and 2001. All area programs had at least 80% or more indicating overall satisfaction for each year.

| Consumers Surveyed October 2001 | Overall Satisfaction with Services | | | |
|------------------------------------|--|-------------------|------------------|------------------|
| | Percent of Consumers Indicating Overall Satisfaction | | | |
| | 1998-Fall | 1999- December | 2000- October | 2001- October |
| Alamance-Caswell | 87% | 89% | 91% | 88% |
| Albemarle | Not Reported | 92% | 90% | 89% |
| Blue Ridge | 89% | 88% | 89% | 90% |
| Catawba | 83% | 84% | 80% | 90% |
| Centerpoint | 92% | 87% | 86% | 86% |
| Crossroads | 87% | 91% | 88% | 88% |
| Cumberland | 93% | 91% | 83% | 86% |
| Davidson | 92% | 88% | 86% | 84% |
| Duplin-Sampson | 91% | 92% | 91% | 92% |
| Durham | 85% | 88% | 87% | 85% |
| Edgecombe-Nash | 91% | 90% | 90% | 88% |
| Foothills | 84% | 89% | 87% | 88% |
| Guilford | 91% | 86% | 84% | 84% |
| Johnston | 85% | 91% | 88% | 83% |
| Lee-Harnett | 98% | 96% | 92% | 94% |
| Lenoir | 95% | 92% | 89% | 94% |
| Mecklenburg | 88% | 87% | Not Reported | 84% |
| Neuse | 92% | 92% | 89% | 89% |
| New River | 90% | 90% | Not Reported | 90% |
| Onslow | Not Reported | 92% | 87% | 86% |
| OPC | 92% | 89% | 93% | 90% |
| Pathways | 91% | 92% | 90% | 92% |
| Piedmont | 88% | 91% | 89% | 85% |
| Pitt | 86% | 86% | 83% | 88% |
| Randolph | 90% | 91% | 89% | 90% |
| Riverstone | 95% | 92% | 94% | 94% |
| Roanoke-Chowan | 92% | 94% | Not Reported | 92% |
| Rockingham | 94% | 91% | 92% | 92% |
| Rutherford-Polk | Not Reported | 87% | 88% | 86% |
| Sandhills | 89% | 92% | 88% | 87% |
| Smoky Mountain | 90% | 88% | 87% | 90% |
| Southeastern Center | 92% | 87% | 90% | 89% |
| Southeastern Regional | 91% | 92% | 88% | 88% |
| Tideland | 90% | 89% | 90% | 89% |
| Trend | 86% | 90% | 86% | 89% |
| VGFW | Not Reported | 92% | 90% | 88% |
| Wake | 86% | 86% | Not Reported | Not Reported |
| Wayne | 89% | 86% | 86% | 83% |
| Wilson-Greene | 92% | 89% | 91% | 91% |
| All Area Programs | 90% | 89% | 88% | 88% |

Access to Services

Detailed Questions by Area Program

This table summarizes consumer perceptions about access to services for area programs.

Overall, most clients surveyed felt they had good access to services in area programs. No area program averaged less than 80 percent across the five specific questions about access to services. The statement consumers were most likely to agree with was "staff were willing to see me as often as necessary".

| Consumers Surveyed October 2001 | Access to Services | | | | | |
|---------------------------------|--|--|--|--|---|-------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | |
| | The location of services was convenient | Staff were willing to see me as often as necessary | Staff returned my call within 24 hours | Services were available at times that were good for me | I was able to get all the services I thought I needed | Average of Access to Services |
| Alamance-Caswell | 86% | 91% | 84% | 89% | 85% | 87% |
| Albemarle | 85% | 88% | 83% | 87% | 87% | 86% |
| Blue Ridge | 90% | 91% | 86% | 93% | 85% | 89% |
| Catawba | 92% | 93% | 84% | 93% | 90% | 90% |
| Centerpoint | 84% | 89% | 83% | 86% | 86% | 85% |
| Crossroads | 87% | 91% | 80% | 91% | 88% | 88% |
| Cumberland | 83% | 89% | 74% | 89% | 84% | 84% |
| Davidson | 89% | 87% | 82% | 87% | 81% | 85% |
| Duplin-Sampson | 83% | 93% | 86% | 94% | 91% | 89% |
| Durham | 79% | 83% | 75% | 85% | 80% | 80% |
| Edgecombe-Nash | 86% | 91% | 84% | 89% | 89% | 88% |
| Foothills | 89% | 92% | 86% | 92% | 89% | 90% |
| Guilford | 82% | 87% | 80% | 89% | 83% | 84% |
| Johnston | 82% | 83% | 79% | 89% | 82% | 83% |
| Lee-Harnett | 92% | 96% | 90% | 97% | 93% | 94% |
| Lenoir | 93% | 96% | 91% | 95% | 92% | 93% |
| Mecklenburg | 80% | 86% | 79% | 84% | 81% | 82% |
| Neuse | 88% | 88% | 79% | 87% | 84% | 85% |
| New River | 89% | 91% | 84% | 89% | 89% | 88% |
| Onslow | 81% | 88% | 88% | 84% | 81% | 84% |
| OPC | 82% | 90% | 81% | 91% | 86% | 86% |
| Pathways | 90% | 91% | 86% | 89% | 89% | 89% |
| Piedmont | 89% | 88% | 79% | 82% | 83% | 84% |
| Pitt | 75% | 85% | 76% | 84% | 85% | 81% |
| Randolph | 93% | 91% | 91% | 90% | 88% | 91% |
| Riverstone | 96% | 93% | 92% | 95% | 93% | 94% |
| Roanoke-Chowan | 94% | 92% | 87% | 94% | 91% | 92% |
| Rockingham | 91% | 92% | 87% | 92% | 89% | 90% |
| Rutherford-Polk | 90% | 91% | 78% | 85% | 83% | 85% |
| Sandhills | 85% | 89% | 84% | 87% | 85% | 86% |
| Smoky Mountain | 89% | 88% | 86% | 91% | 85% | 88% |
| Southeastern Center | 78% | 90% | 85% | 89% | 88% | 86% |
| Southeastern Regional | 83% | 87% | 82% | 90% | 86% | 86% |
| Tideland | 90% | 93% | 92% | 94% | 89% | 92% |
| Trend | 90% | 89% | 85% | 91% | 87% | 88% |
| VGFW | 90% | 92% | 87% | 91% | 88% | 90% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 71% | 90% | 79% | 88% | 86% | 83% |
| Wilson-Greene | 90% | 94% | 91% | 93% | 93% | 92% |
| All Area Programs | 86% | 89% | 83% | 89% | 86% | 87% |

Access to Services

Area Program Summary by Age

This table summarizes consumer perceptions about access to services for area programs by age groups.

Overall, most consumers surveyed were satisfied with their access to services. Adolescents were less likely to feel services were accessible. However, no area program had less than 69% of its adolescents indicate they felt services were accessible. All area programs had at least 81% or more of adult clients surveyed indicate they felt services were accessible.

| Consumers Surveyed October 2001 | Access to Services | | | | |
|--|--|-----------------------------------|----------------------------|---------------------|-------------------------|
| | Average Percent of Consumers Indicating Services Were Accessible | | | | |
| | Young Children (Clients Under 12, Parent Responding) | Adolescents (Client Age 12-17) | Adults (Client Age 18+) | Age Not Reported | Average for All Ages |
| Alamance-Caswell | 90% | 83% | 87% | N/A | 87% |
| Albemarle | 93% | 78% | 86% | N/A | 86% |
| Blue Ridge | 91% | 86% | 89% | N/A | 89% |
| Catawba | 92% | 86% | 91% | N/A | 90% |
| Centerpoint | 92% | 83% | 85% | N/A | 85% |
| Crossroads | 94% | 77% | 88% | N/A | 88% |
| Cumberland | 88% | 83% | 86% | 78% | 84% |
| Davidson | 84% | 74% | 88% | N/A | 85% |
| Duplin-Sampson | 92% | 89% | 88% | N/A | 89% |
| Durham | 83% | 82% | 81% | 76% | 80% |
| Edgecombe-Nash | 91% | 80% | 89% | N/A | 88% |
| Foothills | 91% | 85% | 91% | N/A | 90% |
| Guilford | 90% | 79% | 85% | 75% | 84% |
| Johnston | 88% | 82% | 82% | N/A | 83% |
| Lee-Harnett | 95% | 91% | 93% | N/A | 94% |
| Lenoir | 90% | 95% | 94% | N/A | 93% |
| Mecklenburg | 92% | 69% | 84% | 86% | 82% |
| Neuse | 95% | 77% | 86% | N/A | 85% |
| New River | 95% | 77% | 88% | N/A | 88% |
| Onslow | 83% | 86% | 88% | 57% | 84% |
| OPC | 79% | 76% | 88% | 84% | 86% |
| Pathways | 88% | 81% | 90% | N/A | 89% |
| Piedmont | 90% | 72% | 87% | 92% | 84% |
| Pitt | 91% | 84% | 81% | 67% | 81% |
| Randolph | 91% | 80% | 92% | N/A | 91% |
| Riverstone | 90% | N/A | 94% | 97% | 94% |
| Roanoke-Chowan | 95% | 84% | 92% | N/A | 92% |
| Rockingham | 89% | 86% | 92% | N/A | 90% |
| Rutherford-Polk | 89% | N/A | 85% | N/A | 85% |
| Sandhills | 88% | 80% | 87% | N/A | 86% |
| Smoky Mountain | 87% | 91% | 87% | 86% | 88% |
| Southeastern Center | 88% | 81% | 87% | N/A | 86% |
| Southeastern Regional | 90% | 86% | 87% | 79% | 86% |
| Tideland | 94% | 88% | 92% | N/A | 92% |
| Trend | 93% | 86% | 88% | N/A | 88% |
| VGFW | 90% | 77% | 92% | N/A | 90% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 79% | 81% | 83% | N/A | 83% |
| Wilson-Greene | 94% | 86% | 93% | 89% | 92% |
| All Area Programs | 90% | 80% | 87% | 80% | 87% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | |

Access to Services

Area Program Summary by Gender

This table summarizes consumer perceptions about access to services for area programs by gender.

Overall most clients surveyed were satisfied with access to services. Females were somewhat more likely to be satisfied with access to services statewide and in most but not all area programs. In all area programs, satisfaction with access to services for males was 77% or higher and for females 81% or higher.

| Consumers Surveyed October 2001 | Access to Services | | |
|--|--|--------------|---------------------|
| | Average Percent of Consumers Indicating Services Were Accessible | | |
| | Males | Females | Gender Not Reported |
| Alamance-Caswell | 84% | 90% | 85% |
| Albemarle | 83% | 88% | 78% |
| Blue Ridge | 87% | 90% | N/A |
| Catawba | 89% | 92% | N/A |
| Centerpoint | 83% | 88% | 90% |
| Crossroads | 81% | 92% | 95% |
| Cumberland | 86% | 84% | 79% |
| Davidson | 85% | 85% | N/A |
| Duplin-Sampson | 88% | 91% | 92% |
| Durham | 81% | 82% | 77% |
| Edgecombe-Nash | 85% | 91% | 96% |
| Foothills | 89% | 90% | 93% |
| Guilford | 83% | 85% | N/A |
| Johnston | 84% | 81% | N/A |
| Lee-Harnett | 95% | 93% | 90% |
| Lenoir | 92% | 95% | 98% |
| Mecklenburg | 82% | 84% | 80% |
| Neuse | 85% | 85% | 86% |
| New River | 87% | 90% | 84% |
| Onslow | 93% | 83% | 60% |
| OPC | 84% | 87% | 86% |
| Pathways | 88% | 90% | 92% |
| Piedmont | 81% | 86% | 85% |
| Pitt | 83% | 81% | 74% |
| Randolph | 89% | 93% | 88% |
| Riverstone | 94% | 94% | 91% |
| Roanoke-Chowan | 91% | 93% | N/A |
| Rockingham | 88% | 93% | 91% |
| Rutherford-Polk | 81% | 91% | 81% |
| Sandhills | 86% | 87% | N/A |
| Smoky Mountain | 87% | 88% | 88% |
| Southeastern Center | 85% | 87% | 89% |
| Southeastern Regional | 89% | 87% | 81% |
| Tideland | 93% | 91% | N/A |
| Trend | 91% | 86% | 89% |
| VGFW | 88% | 91% | 89% |
| Wake | Not Reported | Not Reported | Not Reported |
| Wayne | 77% | 87% | N/A |
| Wilson-Greene | 91% | 93% | 90% |
| All Area Programs | 86% | 88% | 83% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | |

Access To Services

Area Program Summary by Race and Ethnicity

This table summarizes consumer perceptions about access to services for area programs by different race and ethnic groups.

Overall, most clients surveyed in area programs indicated they were satisfied with access to services. There were no consistent patterns across the state, but in all area programs satisfaction with access to services for every reported racial/ethnic group was 79% or higher.

| Consumers Surveyed October 2001 | Access to Services | | | | |
|------------------------------------|--|------------------|--|-------------------|---------------------|
| | Average Percent of Consumers Indicating Services Were Accessible | | | | |
| | White | African American | Other (Native American, Asian and Other) | Race Not Reported | Hispanic/ Latino |
| Alamance-Caswell | 86% | 88% | N/A | 85% | N/A |
| Albemarle | 85% | 89% | N/A | 78% | N/A |
| Blue Ridge | 89% | 89% | N/A | N/A | N/A |
| Catawba | 91% | 91% | 83% | 96% | 83% |
| Centerpoint | 84% | 87% | 93% | 85% | 99% |
| Crossroads | 87% | 91% | 100% | 95% | N/A |
| Cumberland | 84% | 86% | N/A | 79% | 88% |
| Davidson | 85% | 85% | N/A | N/A | N/A |
| Duplin-Sampson | 90% | 88% | 86% | 90% | 88% |
| Durham | 79% | 83% | N/A | 78% | N/A |
| Edgecombe-Nash | 86% | 88% | N/A | 96% | N/A |
| Foothills | 89% | 91% | 93% | 94% | 96% |
| Guilford | 82% | 92% | 95% | 82% | N/A |
| Johnston | 79% | 86% | N/A | N/A | N/A |
| Lee-Harnett | 95% | 88% | N/A | N/A | N/A |
| Lenoir | 96% | 92% | N/A | 96% | N/A |
| Mecklenburg | 82% | 83% | 89% | 81% | N/A |
| Neuse | 84% | 87% | 85% | 87% | 84% |
| New River | 89% | 86% | N/A | 84% | N/A |
| Onslow | 86% | 90% | N/A | 60% | N/A |
| OPC | 87% | 83% | N/A | 86% | N/A |
| Pathways | 89% | 89% | 85% | 92% | 79% |
| Piedmont | 82% | 92% | N/A | 85% | N/A |
| Pitt | 81% | 84% | N/A | 73% | N/A |
| Randolph | 91% | 95% | 90% | 88% | 98% |
| Riverstone | 94% | 94% | N/A | 91% | N/A |
| Roanoke-Chowan | 90% | 92% | N/A | N/A | N/A |
| Rockingham | 92% | 87% | N/A | 91% | N/A |
| Rutherford-Polk | 85% | 89% | N/A | 84% | N/A |
| Sandhills | 86% | 87% | N/A | 82% | N/A |
| Smoky Mountain | 88% | N/A | N/A | 88% | N/A |
| Southeastern Center | 85% | 89% | N/A | 90% | N/A |
| Southeastern Regional | 88% | 86% | N/A | 81% | N/A |
| Tideland | 91% | 92% | N/A | N/A | N/A |
| Trend | 88% | 87% | N/A | 90% | N/A |
| VGFW | 89% | 91% | 82% | 89% | N/A |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 84% | 81% | N/A | N/A | N/A |
| Wilson-Greene | 92% | 92% | N/A | 90% | N/A |
| All Area Programs | 87% | 87% | 89% | 83% | 88% |

N/A indicates that there were less than ten responses so the data is not shown for the area program.

Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

Access to Services

Area Program Summary By Clients' Primary Disability

This table summarizes consumer perceptions about access to services for area programs by clients' primary disability.

Overall, most clients in all three primary disability groups surveyed in area programs indicated they were satisfied with access to services. In all area programs, satisfaction with access to services for mental health clients was 81% or higher, for substance abuse clients 73% or higher, and for developmental disability clients, 78% or higher.

| Consumers Surveyed October 2001 | Access to Services | | | |
|------------------------------------|--|-----------------|--------------------------|---------------------------------|
| | Average Percent of Consumers Indicating Services Were Accessible | | | |
| | Mental Health | Substance Abuse | Developmental Disability | Primary Disability Not Reported |
| Alamance-Caswell | 86% | 86% | 95% | 87% |
| Albemarle | 87% | 84% | N/A | 74% |
| Blue Ridge | 88% | 89% | 97% | 86% |
| Catawba | 90% | 93% | N/A | 88% |
| Centerpoint | 88% | 81% | N/A | 85% |
| Crossroads | 88% | 83% | 100% | 90% |
| Cumberland | 84% | 89% | N/A | 80% |
| Davidson | 88% | 74% | N/A | N/A |
| Duplin-Sampson | 91% | 84% | 92% | 89% |
| Durham | 84% | 73% | 86% | 77% |
| Edgecombe-Nash | 88% | 88% | 97% | 91% |
| Foothills | 90% | 86% | N/A | 92% |
| Guilford | 86% | 74% | 78% | 81% |
| Johnston | 81% | 90% | N/A | 77% |
| Lee-Harnett | 94% | 87% | N/A | 95% |
| Lenoir | 94% | 91% | N/A | 93% |
| Mecklenburg | 82% | 82% | 92% | 81% |
| Neuse | 85% | 88% | 90% | 80% |
| New River | 88% | 84% | 96% | 88% |
| Onslow | 85% | N/A | 91% | 66% |
| OPC | 85% | 95% | N/A | 86% |
| Pathways | 90% | 85% | N/A | 91% |
| Piedmont | 84% | 74% | N/A | 85% |
| Pitt | 85% | 78% | N/A | 78% |
| Randolph | 91% | 88% | 90% | 91% |
| Riverstone | 94% | N/A | 99% | 93% |
| Roanoke-Chowan | 92% | 85% | 100% | 91% |
| Rockingham | 92% | 86% | N/A | 91% |
| Rutherford-Polk | 85% | 79% | 100% | 85% |
| Sandhills | 87% | 82% | 82% | 86% |
| Smoky Mountain | 88% | 84% | N/A | 89% |
| Southeastern Center | 85% | 90% | N/A | 90% |
| Southeastern Regional | 88% | 89% | N/A | 82% |
| Tideland | 91% | 88% | 97% | 97% |
| Trend | 88% | 81% | N/A | 91% |
| VGFW | 91% | 84% | 96% | 89% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 84% | 80% | N/A | N/A |
| Wilson-Greene | 92% | 91% | 98% | 90% |
| All Area Programs | 88% | 84% | 93% | 84% |

N/A indicates that there were less than ten responses so the data is not shown for the area program.

Access to Services

Summary By Length of Time at Area Program

This table summarizes consumer perceptions about access to services for area programs by time since admission.

Overall, consumers who had been in the program more than 10 years were the most satisfied with access to services. Satisfaction with access to services was 68% or higher for clients served less than one month and 75% or higher for all other groups across all the area programs.

| Consumers Surveyed October 2001 | Access to Services | | | | | | |
|--|--|----------------------|----------------------------|----------------------|----------------------|------------------------|-----------------------------------|
| | Average Percent of Consumers Indicating Services Were Accessible | | | | | | |
| | One Month or Less | One to Six Months | Six to Twelve Months | One to Five Years | Five to Ten Years | More than Ten Years | Admission Date Not Reported |
| Alamance-Caswell | 90% | 89% | 85% | 86% | 86% | 89% | 85% |
| Albemarle | 92% | 87% | 90% | 84% | 82% | 84% | 78% |
| Blue Ridge | 87% | 88% | 89% | 88% | 93% | 94% | N/A |
| Catawba | 95% | 90% | 86% | 91% | 92% | 89% | N/A |
| Centerpoint | 87% | 81% | 86% | 86% | 85% | 92% | 90% |
| Crossroads | 87% | 88% | 89% | 89% | 80% | 87% | 95% |
| Cumberland | 89% | 84% | 85% | 86% | 89% | 78% | 79% |
| Davidson | 88% | 76% | 90% | 85% | 94% | 95% | NA |
| Duplin-Sampson | 85% | 88% | 84% | 89% | 93% | 93% | 92% |
| Durham | 71% | 77% | 79% | 81% | 83% | 89% | 76% |
| Edgecombe-Nash | 85% | 84% | 91% | 90% | 89% | 87% | 96% |
| Foothills | 88% | 91% | 88% | 87% | 92% | 95% | 93% |
| Guilford | 89% | 86% | 86% | 81% | 85% | 88% | 82% |
| Johnston | 88% | 76% | 87% | 85% | 77% | 81% | N/A |
| Lee-Harnett | N/A | 84% | 94% | 95% | 97% | 99% | N/A |
| Lenoir | 82% | 94% | 96% | 93% | 94% | 98% | 98% |
| Mecklenburg | 68% | 80% | 81% | 82% | 85% | 88% | 80% |
| Neuse | 91% | 81% | 85% | 85% | 87% | 84% | 86% |
| New River | 83% | 90% | 90% | 88% | 86% | 95% | 84% |
| Onslow | N/A | 82% | 85% | 88% | 89% | 92% | 60% |
| OPC | N/A | 80% | 82% | 87% | 91% | 84% | 86% |
| Pathways | 87% | 86% | 90% | 88% | 89% | 96% | 92% |
| Piedmont | N/A | N/A | N/A | 85% | 75% | 88% | 85% |
| Pitt | 74% | 81% | 79% | 84% | 81% | 98% | 74% |
| Randolph | N/A | 93% | 94% | 89% | 92% | 99% | 88% |
| Riverstone | N/A | N/A | 87% | 96% | 92% | 95% | 91% |
| Roanoke-Chowan | 90% | 90% | 91% | 94% | 88% | 95% | N/A |
| Rockingham | 83% | 96% | 93% | 88% | 89% | 97% | 91% |
| Rutherford-Polk | N/A | 83% | 80% | 87% | 80% | 95% | 81% |
| Sandhills | 83% | 89% | 85% | 84% | 91% | 89% | N/A |
| Smoky Mountain | 82% | 86% | 87% | 89% | 88% | 89% | 88% |
| Southeastern Center | 82% | 86% | 87% | 85% | 88% | 88% | 89% |
| Southeastern Regional | 93% | 83% | N/A | 89% | 85% | 89% | 81% |
| Tideland | 93% | 88% | 81% | 94% | 95% | 92% | N/A |
| Trend | 80% | 92% | 93% | 88% | 79% | 87% | 89% |
| VGFW | 85% | 90% | 94% | 88% | 88% | 97% | 89% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 77% | 84% | 83% | 81% | 84% | 89% | N/A |
| Wilson-Greene | N/A | 94% | 92% | 91% | 95% | 91% | 90% |
| All Area Programs | 86% | 86% | 87% | 86% | 88% | 91% | 83% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | | | |

Access to Services

Summary by Area Program by Year

This table summarizes consumer perceptions about access to services for area programs by year.

Satisfaction with access to services has remained relatively stable statewide between 1998 and 2001. All area programs had at least 80% or more of consumers surveyed indicate satisfaction with service accessibility for all four years.

| Consumers Surveyed October 2001 | Access to Services | | | |
|------------------------------------|--|-------------------|------------------|------------------|
| | Average Percent of Consumers Indicating Services Were Accessible | | | |
| | 1998-Fall | 1999- December | 2000- October | 2001- October |
| Alamance-Caswell | 87% | 88% | 90% | 87% |
| Albemarle | Not Reported | 88% | 87% | 86% |
| Blue Ridge | 87% | 86% | 87% | 89% |
| Catawba | 85% | 84% | 83% | 90% |
| Centerpoint | 90% | 85% | 85% | 85% |
| Crossroads | 87% | 91% | 89% | 88% |
| Cumberland | 88% | 88% | 80% | 84% |
| Davidson | 92% | 87% | 88% | 85% |
| Duplin-Sampson | 91% | 91% | 92% | 89% |
| Durham | 80% | 85% | 84% | 80% |
| Edgecombe-Nash | 85% | 89% | 87% | 88% |
| Foothills | 86% | 89% | 86% | 90% |
| Guilford | 89% | 87% | 84% | 84% |
| Johnston | 87% | 89% | 88% | 83% |
| Lee-Harnett | 96% | 94% | 87% | 94% |
| Lenoir | 95% | 95% | 90% | 93% |
| Mecklenburg | 87% | 85% | Not Reported | 82% |
| Neuse | 90% | 91% | 86% | 85% |
| New River | 87% | 89% | Not Reported | 88% |
| Onslow | Not Reported | 87% | 88% | 84% |
| OPC | 90% | 90% | 90% | 86% |
| Pathways | 89% | 91% | 89% | 89% |
| Piedmont | 86% | 90% | 88% | 84% |
| Pitt | 86% | 82% | 85% | 81% |
| Randolph | 90% | 89% | 90% | 91% |
| Riverstone | 93% | 93% | 93% | 94% |
| Roanoke-Chowan | 91% | 94% | Not Reported | 92% |
| Rockingham | 92% | 92% | 91% | 90% |
| Rutherford-Polk | Not Reported | 87% | 88% | 85% |
| Sandhills | 89% | 90% | 87% | 86% |
| Smoky Mountain | 90% | 88% | 88% | 88% |
| Southeastern Center | 88% | 84% | 86% | 86% |
| Southeastern Regional | 91% | 91% | 89% | 86% |
| Tideland | 92% | 91% | 92% | 92% |
| Trend | 87% | 86% | 85% | 88% |
| VGFW | Not Reported | 90% | 90% | 90% |
| Wake | 83% | 85% | Not Reported | Not Reported |
| Wayne | 85% | 85% | 82% | 83% |
| Wilson-Greene | 92% | 87% | 91% | 92% |
| All Area Programs | 88% | 88% | 87% | 87% |

Appropriateness of Services

Detailed Questions by Area Program

This table summarizes consumer perceptions about appropriateness of services in area programs.

Overall, most clients surveyed in area programs indicated that services were provided appropriately. No area program averaged less than 81% across the six appropriateness of services questions. The two statements consumers were most likely to agree with were "staff believe I can grow, change, and get better" and "staff respected my wishes".

| Consumers Surveyed October 2001 | Appropriateness of Services | | | | | | |
|------------------------------------|---|-------------------------------|--|---------------------------------|--|--|---------------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | |
| | Staff believe I can grow, change, and get better | I felt free to complain | Staff informed me of side effects to watch for | Staff respected my wishes | My caregivers were sensitive to my culture | Staff helped me obtain information | Average of Appropriate Services |
| Alamance-Caswell | 90% | 85% | 81% | 89% | 87% | 86% | 86% |
| Albemarle | 88% | 87% | 82% | 92% | 87% | 87% | 87% |
| Blue Ridge | 93% | 87% | 83% | 92% | 89% | 89% | 89% |
| Catawba | 94% | 89% | 90% | 95% | 89% | 92% | 91% |
| Centerpoint | 91% | 83% | 81% | 92% | 84% | 85% | 86% |
| Crossroads | 88% | 87% | 79% | 92% | 89% | 88% | 87% |
| Cumberland | 93% | 83% | 81% | 89% | 84% | 85% | 86% |
| Davidson | 93% | 89% | 80% | 90% | 88% | 84% | 87% |
| Duplin-Sampson | 93% | 88% | 90% | 93% | 89% | 91% | 91% |
| Durham | 86% | 80% | 79% | 85% | 78% | 80% | 81% |
| Edgecombe-Nash | 91% | 87% | 87% | 90% | 88% | 87% | 88% |
| Foothills | 94% | 87% | 84% | 93% | 89% | 92% | 90% |
| Guilford | 88% | 82% | 82% | 90% | 81% | 83% | 84% |
| Johnston | 86% | 80% | 77% | 87% | 82% | 81% | 82% |
| Lee-Harnett | 94% | 87% | 94% | 98% | 92% | 94% | 93% |
| Lenoir | 94% | 89% | 94% | 96% | 93% | 93% | 93% |
| Mecklenburg | 90% | 79% | 82% | 87% | 82% | 86% | 84% |
| Neuse | 92% | 87% | 82% | 91% | 85% | 89% | 88% |
| New River | 93% | 91% | 90% | 95% | 89% | 88% | 91% |
| Onslow | 94% | 88% | 83% | 93% | 86% | 94% | 90% |
| OPC | 91% | 85% | 79% | 92% | 86% | 86% | 86% |
| Pathways | 94% | 88% | 85% | 94% | 89% | 90% | 90% |
| Piedmont | 91% | 85% | 80% | 85% | 81% | 85% | 85% |
| Pitt | 91% | 85% | 83% | 87% | 85% | 86% | 86% |
| Randolph | 92% | 86% | 87% | 94% | 90% | 90% | 90% |
| Riverstone | 89% | 89% | 88% | 95% | 89% | 91% | 90% |
| Roanoke-Chowan | 93% | 92% | 91% | 93% | 90% | 93% | 92% |
| Rockingham | 92% | 87% | 87% | 91% | 90% | 90% | 89% |
| Rutherford-Polk | 88% | 82% | 82% | 91% | 87% | 83% | 85% |
| Sandhills | 91% | 84% | 82% | 90% | 86% | 87% | 87% |
| Smoky Mountain | 93% | 88% | 85% | 92% | 86% | 88% | 89% |
| Southeastern Center | 92% | 87% | 88% | 93% | 89% | 90% | 90% |
| Southeastern Regional | 89% | 88% | 85% | 93% | 88% | 88% | 89% |
| Tideland | 90% | 89% | 83% | 94% | 90% | 89% | 89% |
| Trend | 92% | 88% | 87% | 90% | 86% | 87% | 88% |
| VGFW | 91% | 84% | 84% | 90% | 86% | 89% | 87% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 89% | 86% | 79% | 90% | 87% | 86% | 86% |
| Wilson-Greene | 95% | 90% | 89% | 95% | 89% | 94% | 92% |
| All Area Programs | 91% | 85% | 84% | 91% | 86% | 88% | 88% |

Appropriateness of Services

Area Program Summary by Age

This table summarizes consumer perceptions about appropriateness of services for area programs by age groups.

Overall, most consumers surveyed indicated services were appropriate. Adolescents were less likely to indicate services were appropriate. However, no area program had less than 74% of its adolescents indicate that services were appropriate. For parents of young children, all area programs had at least 84% or more of clients surveyed indicate that services were appropriate.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | | |
|--|---|-----------------------------------|----------------------------|---------------------|----------------------------------|
| | Average Percent of Consumers Saying Services Were Appropriate | | | | |
| | Young Children (Clients Under 12, Parent Responding) | Adolescents (Client Age 12-17) | Adults (Client Age 18+) | Age Not Reported | Average for All Age Groups |
| Alamance-Caswell | 88% | 83% | 87% | N/A | 86% |
| Albemarle | 92% | 83% | 87% | N/A | 87% |
| Blue Ridge | 89% | 83% | 90% | N/A | 89% |
| Catawba | 90% | 90% | 92% | N/A | 91% |
| Centerpoint | 91% | 85% | 85% | N/A | 86% |
| Crossroads | 95% | 75% | 87% | N/A | 87% |
| Cumberland | 94% | 87% | 84% | 83% | 86% |
| Davidson | 87% | 78% | 90% | N/A | 87% |
| Duplin-Sampson | 90% | 92% | 91% | N/A | 91% |
| Durham | 89% | 81% | 82% | 77% | 81% |
| Edgecombe-Nash | 93% | 77% | 90% | N/A | 88% |
| Foothills | 88% | 88% | 91% | N/A | 90% |
| Guilford | 91% | 84% | 84% | 74% | 84% |
| Johnston | 93% | 80% | 80% | N/A | 82% |
| Lee-Harnett | 92% | 89% | 94% | N/A | 93% |
| Lenoir | 95% | 92% | 93% | N/A | 93% |
| Mecklenburg | 94% | 75% | 85% | 87% | 84% |
| Neuse | 92% | 78% | 89% | N/A | 88% |
| New River | 97% | 85% | 90% | N/A | 91% |
| Onslow | 94% | 94% | 89% | 90% | 90% |
| OPC | 88% | 78% | 87% | 83% | 86% |
| Pathways | 88% | 85% | 91% | N/A | 90% |
| Piedmont | 88% | 80% | 86% | 92% | 85% |
| Pitt | 97% | 89% | 86% | 72% | 86% |
| Randolph | 92% | 77% | 91% | N/A | 90% |
| Riverstone | 90% | N/A | 91% | 92% | 90% |
| Roanoke-Chowan | 95% | 89% | 92% | N/A | 92% |
| Rockingham | 84% | 86% | 91% | N/A | 89% |
| Rutherford-Polk | 97% | N/A | 84% | N/A | 85% |
| Sandhills | 88% | 81% | 88% | N/A | 87% |
| Smoky Mountain | 89% | 86% | 89% | 92% | 89% |
| Southeastern Center | 93% | 86% | 90% | N/A | 90% |
| Southeastern Regional | 92% | 80% | 90% | 87% | 89% |
| Tideland | 90% | 83% | 90% | N/A | 89% |
| Trend | 93% | 93% | 86% | N/A | 88% |
| VGFW | 90% | 74% | 89% | N/A | 87% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 85% | 84% | 87% | N/A | 86% |
| Wilson-Greene | 92% | 89% | 93% | 87% | 92% |
| All Area Programs | 91% | 83% | 88% | 82% | 88% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | |

Appropriateness of Services

Area Program Summary by Gender

This table summarizes the overall consumer perceptions about appropriateness of services for area programs by gender.

In most area programs female consumers were somewhat more likely to indicate that the services in the area programs were appropriate compared to males. For males, no area program had less than 80% indicating services were appropriate and for females no area program had less than 78% indicating services were appropriate.

Consumers Surveyed October 2001

| Appropriateness of Services | | | |
|--|--------------|--------------|---------------------|
| Average Percent of Consumers Indicating Services Were Appropriate | | | |
| | Males | Females | Gender Not Reported |
| Alamance-Caswell | 86% | 87% | 86% |
| Albemarle | 85% | 89% | 85% |
| Blue Ridge | 86% | 91% | N/A |
| Catawba | 90% | 92% | N/A |
| Centerpoint | 83% | 90% | 90% |
| Crossroads | 82% | 91% | 100% |
| Cumberland | 88% | 85% | 85% |
| Davidson | 87% | 87% | N/A |
| Duplin-Sampson | 91% | 91% | 89% |
| Durham | 80% | 85% | 77% |
| Edgecombe-Nash | 86% | 91% | 100% |
| Foothills | 88% | 92% | 89% |
| Guilford | 81% | 88% | 82% |
| Johnston | 85% | 78% | N/A |
| Lee-Harnett | 92% | 94% | N/A |
| Lenoir | 93% | 94% | 95% |
| Mecklenburg | 84% | 86% | 84% |
| Neuse | 88% | 88% | 88% |
| New River | 91% | 92% | 84% |
| Onslow | 92% | 89% | 83% |
| OPC | 84% | 89% | 84% |
| Pathways | 89% | 91% | 94% |
| Piedmont | 84% | 87% | 83% |
| Pitt | 89% | 86% | 73% |
| Randolph | 89% | 92% | 87% |
| Riverstone | 89% | 91% | 89% |
| Roanoke-Chowan | 91% | 92% | N/A |
| Rockingham | 86% | 93% | 91% |
| Rutherford-Polk | 81% | 91% | 84% |
| Sandhills | 85% | 89% | N/A |
| Smoky Mountain | 87% | 89% | 92% |
| Southeastern Center | 88% | 91% | 87% |
| Southeastern Regional | 88% | 93% | 86% |
| Tideland | 91% | 88% | N/A |
| Trend | 88% | 88% | 70% |
| VGFW | 86% | 89% | 88% |
| Wake | Not Reported | Not Reported | Not Reported |
| Wayne | 81% | 90% | N/A |
| Wilson-Greene | 92% | 93% | 88% |
| All Area Programs | 87% | 89% | 84% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | |

Appropriateness of Services

Area Program Summary by Race and Ethnicity

This table summarizes the overall consumer perceptions about appropriateness of services for area programs by race and ethnicity.

Overall, most clients surveyed in area programs indicated the services were appropriate. There were no consistent patterns across the state but at least 78% or more of every reported group in every program indicated that services were appropriate.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | | |
|---|---|------------------|----------------------------------|-------------------|-----------------|
| | Average Percent of Consumers Indicating Services Were Appropriate | | | | |
| | White | African American | Other (Native Americans, Asians) | Race Not Reported | Hispanic/Latino |
| Alamance-Caswell | 85% | 89% | N/A | 86% | N/A |
| Albemarle | 87% | 90% | N/A | 85% | N/A |
| Blue Ridge | 88% | 92% | N/A | N/A | N/A |
| Catawba | 91% | 90% | 93% | 100% | 97% |
| Centerpoint | 85% | 87% | 88% | 87% | 93% |
| Crossroads | 86% | 92% | 90% | 100% | N/A |
| Cumberland | 84% | 89% | N/A | 84% | 87% |
| Davidson | 87% | 91% | N/A | NA | N/A |
| Duplin-Sampson | 92% | 90% | 96% | 86% | 92% |
| Durham | 83% | 82% | N/A | 77% | N/A |
| Edgecombe-Nash | 86% | 89% | N/A | 100% | N/A |
| Foothills | 89% | 89% | 96% | 90% | 99% |
| Guilford | 84% | 84% | 91% | 82% | N/A |
| Johnston | 78% | 86% | N/A | N/A | N/A |
| Lee-Harnett | 94% | 86% | N/A | N/A | N/A |
| Lenoir | 95% | 91% | N/A | 95% | N/A |
| Mecklenburg | 84% | 85% | 85% | 83% | N/A |
| Neuse | 87% | 91% | 85% | 88% | 86% |
| New River | 91% | 93% | N/A | 84% | N/A |
| Onslow | 90% | 91% | N/A | 83% | N/A |
| OPC | 86% | 88% | N/A | 84% | N/A |
| Pathways | 89% | 92% | 90% | 94% | 88% |
| Piedmont | 85% | 88% | N/A | 83% | N/A |
| Pitt | 88% | 88% | N/A | 73% | N/A |
| Randolph | 90% | 92% | 91% | 87% | 100% |
| Riverstone | 92% | 89% | N/A | 89% | N/A |
| Roanoke-Chowan | 92% | 92% | N/A | N/A | N/A |
| Rockingham | 91% | 85% | N/A | 91% | N/A |
| Rutherford-Polk | 85% | 88% | N/A | 83% | N/A |
| Sandhills | 86% | 88% | N/A | 84% | N/A |
| Smoky Mountain | 88% | N/A | N/A | 92% | N/A |
| Southeastern Center | 90% | 88% | N/A | 86% | N/A |
| Southeastern Regional | 89% | 89% | N/A | 86% | N/A |
| Tideland | 91% | 87% | N/A | N/A | N/A |
| Trend | 89% | 83% | N/A | 86% | N/A |
| VGFW | 88% | 88% | 82% | 81% | N/A |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 87% | 85% | N/A | N/A | N/A |
| Wilson-Greene | 91% | 92% | N/A | 88% | N/A |
| All Area Programs | 88% | 87% | 90% | 84% | 91% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | |
| Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group. | | | | | |

Appropriateness of Services

Area Program Summary By Clients' Primary Disability

This table summarizes the overall consumer perceptions about appropriateness of services for area programs by the clients' primary disability.

Overall, most clients in all three primary disability groups surveyed in area programs indicated that services were appropriate with the largest variation being in substance abuse. However, in all area programs 68% or more of those with a substance abuse disability agreed that services were appropriate.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | |
|--|---|-----------------|--------------------------|---------------------------------|
| | Average Percent of Consumers Saying Services Were Appropriate | | | |
| | Mental Health | Substance Abuse | Developmental Disability | Primary Disability Not Reported |
| Alamance-Caswell | 84% | 89% | 95% | 88% |
| Albemarle | 87% | 90% | N/A | 88% |
| Blue Ridge | 88% | 91% | 97% | 87% |
| Catawba | 90% | 96% | N/A | 89% |
| Centerpoint | 88% | 83% | N/A | 86% |
| Crossroads | 89% | 79% | 80% | 89% |
| Cumberland | 85% | 88% | N/A | 85% |
| Davidson | 90% | 75% | N/A | N/A |
| Duplin-Sampson | 92% | 90% | 86% | 88% |
| Durham | 84% | 78% | 88% | 78% |
| Edgecombe-Nash | 86% | 92% | 97% | 100% |
| Foothills | 89% | 92% | N/A | 93% |
| Guilford | 85% | 76% | 84% | 84% |
| Johnston | 81% | 87% | N/A | 83% |
| Lee-Harnett | 93% | 100% | N/A | 88% |
| Lenoir | 93% | 94% | N/A | 95% |
| Mecklenburg | 83% | 86% | 86% | 84% |
| Neuse | 87% | 92% | 94% | 80% |
| New River | 91% | 89% | 97% | 89% |
| Onslow | 88% | N/A | 93% | 86% |
| OPC | 86% | 96% | N/A | 83% |
| Pathways | 91% | 83% | N/A | 92% |
| Piedmont | 87% | 68% | N/A | 84% |
| Pitt | 90% | 85% | N/A | 79% |
| Randolph | 89% | 92% | 91% | 91% |
| Riverstone | 89% | N/A | 97% | 90% |
| Roanoke-Chowan | 92% | 90% | 100% | 82% |
| Rockingham | 91% | 86% | N/A | 87% |
| Rutherford-Polk | 84% | 87% | 94% | 87% |
| Sandhills | 87% | 86% | 84% | 86% |
| Smoky Mountain | 88% | 87% | N/A | 93% |
| Southeastern Center | 89% | 92% | N/A | 89% |
| Southeastern Regional | 89% | 92% | N/A | 87% |
| Tideland | 88% | 88% | 94% | 88% |
| Trend | 88% | 93% | N/A | 85% |
| VGFW | 88% | 80% | 95% | 88% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 87% | 84% | N/A | N/A |
| Wilson-Greene | 91% | 92% | 98% | 90% |
| All Area Programs | 88% | 87% | 92% | 86% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | |

Appropriateness of Services

Summary By Length of Time at Area Program

This table summarizes the overall consumer perceptions about appropriateness of services for area programs by the length of time at the area program.

Overall, most clients indicated that services were appropriate with the largest variation being among those who had been admitted 30 days or less. However, at least 66% or more of those admitted for one month or less agreed that services were appropriate and at least 73% or more of all other groups agreed that services were appropriate.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | | | | |
|--|---|----------------------|----------------------------|----------------------|----------------------|------------------------|-----------------------------------|
| | Average Percent of Consumers Saying Services Were Appropriate | | | | | | |
| | One Month or Less | One to Six Months | Six to Twelve Months | One to Five Years | Five to Ten Years | More than Ten Years | Admission Date Not Reported |
| Alamance-Caswell | 90% | 87% | 86% | 86% | 85% | 86% | 86% |
| Albemarle | 91% | 89% | 88% | 86% | 86% | 83% | 85% |
| Blue Ridge | 86% | 89% | 89% | 89% | 90% | 94% | N/A |
| Catawba | 94% | 93% | 94% | 90% | 91% | 81% | N/A |
| Centerpoint | 85% | 83% | 88% | 86% | 88% | 88% | 90% |
| Crossroads | 94% | 84% | 90% | 86% | 82% | 99% | 100% |
| Cumberland | 87% | 83% | 92% | 86% | 90% | 79% | 85% |
| Davidson | 95% | 79% | 94% | 88% | 92% | 86% | NA |
| Duplin-Sampson | 88% | 91% | 93% | 89% | 91% | 94% | 89% |
| Durham | 66% | 81% | 84% | 83% | 82% | 85% | 77% |
| Edgecombe-Nash | 82% | 87% | 90% | 91% | 86% | 88% | 100% |
| Foothills | 98% | 91% | 89% | 88% | 92% | 88% | 89% |
| Guilford | 90% | 87% | 86% | 83% | 81% | 87% | 82% |
| Johnston | 85% | 84% | 86% | 84% | 74% | 76% | N/A |
| Lee-Harnett | N/A | 89% | 96% | 93% | 95% | 93% | N/A |
| Lenoir | 91% | 95% | 98% | 91% | 91% | 97% | 95% |
| Mecklenburg | 78% | 84% | 85% | 84% | 84% | 89% | 84% |
| Neuse | 92% | 85% | 89% | 86% | 90% | 87% | 88% |
| New River | 86% | 92% | 92% | 91% | 90% | 96% | 84% |
| Onslow | N/A | 78% | 93% | 90% | 91% | 95% | 83% |
| OPC | N/A | 85% | 85% | 87% | 87% | 89% | 84% |
| Pathways | 88% | 86% | 91% | 91% | 90% | 93% | 94% |
| Piedmont | N/A | N/A | N/A | 85% | 81% | 90% | 83% |
| Pitt | 82% | 89% | 88% | 89% | 84% | 96% | 73% |
| Randolph | N/A | 91% | 91% | 89% | 90% | 96% | 87% |
| Riverstone | N/A | N/A | 90% | 90% | 89% | 90% | 89% |
| Roanoke-Chowan | 92% | 91% | 92% | 94% | 88% | 93% | N/A |
| Rockingham | 84% | 96% | 91% | 87% | 89% | 90% | 91% |
| Rutherford-Polk | N/A | 88% | 89% | 88% | 73% | 93% | 84% |
| Sandhills | 81% | 89% | 87% | 86% | 90% | 87% | N/A |
| Smoky Mountain | 85% | 87% | 90% | 89% | 92% | 85% | 92% |
| Southeastern Center | 87% | 89% | 91% | 91% | 88% | 87% | 87% |
| Southeastern Regional | 89% | 81% | N/A | 92% | 92% | 89% | 86% |
| Tideland | 88% | 90% | 80% | 91% | 92% | 89% | N/A |
| Trend | 88% | 91% | 90% | 90% | 84% | 73% | 87% |
| VGFW | 84% | 83% | 91% | 87% | 86% | 91% | 88% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 73% | 89% | 84% | 88% | 86% | 89% | N/A |
| Wilson-Greene | N/A | 94% | 88% | 90% | 94% | 94% | 88% |
| All Area Programs | 87% | 88% | 89% | 88% | 88% | 89% | 84% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | | | |

Appropriateness of Services

Summary by Area Program by Year

This table summarizes consumer perceptions about appropriateness of services for area programs by year.

Satisfaction with the appropriateness of services has remained very stable statewide between 1998 and 2001.

All area programs had at least 81% or more of consumers surveyed indicate satisfaction with service appropriateness in all four years.

| Consumers Surveyed October 2001 | Appropriateness of Services | | | |
|------------------------------------|---|-------------------|------------------|------------------|
| | Average Percent of Consumers Saying Services Were Appropriate | | | |
| | 1998-Fall | 1999- December | 2000- October | 2001- October |
| Alamance-Caswell | 86% | 88% | 89% | 86% |
| Albemarle | Not Reported | 89% | 89% | 87% |
| Blue Ridge | 89% | 88% | 89% | 89% |
| Catawba | 84% | 86% | 83% | 91% |
| Centerpoint | 88% | 86% | 84% | 86% |
| Crossroads | 88% | 86% | 88% | 87% |
| Cumberland | 91% | 91% | 86% | 86% |
| Davidson | 87% | 85% | 86% | 87% |
| Duplin-Sampson | 89% | 91% | 91% | 91% |
| Durham | 82% | 84% | 86% | 81% |
| Edgecombe-Nash | 88% | 90% | 89% | 88% |
| Foothills | 87% | 89% | 85% | 90% |
| Guilford | 85% | 87% | 86% | 84% |
| Johnston | 89% | 90% | 88% | 82% |
| Lee-Harnett | 97% | 95% | 91% | 93% |
| Lenoir | 93% | 93% | 88% | 93% |
| Mecklenburg | 87% | 86% | Not Reported | 84% |
| Neuse | 90% | 91% | 88% | 88% |
| New River | 88% | 88% | Not Reported | 91% |
| Onslow | Not Reported | 89% | 92% | 90% |
| OPC | 88% | 88% | 88% | 86% |
| Pathways | 89% | 89% | 88% | 90% |
| Piedmont | 87% | 87% | 89% | 85% |
| Pitt | 86% | 87% | 87% | 86% |
| Randolph | 90% | 89% | 90% | 90% |
| Riverstone | 93% | 93% | 90% | 90% |
| Roanoke-Chowan | 92% | 94% | Not Reported | 92% |
| Rockingham | 93% | 93% | 94% | 89% |
| Rutherford-Polk | Not Reported | 86% | 86% | 85% |
| Sandhills | 88% | 90% | 88% | 87% |
| Smoky Mountain | 90% | 87% | 89% | 89% |
| Southeastern Center | 90% | 87% | 89% | 90% |
| Southeastern Regional | 90% | 90% | 88% | 89% |
| Tideland | 90% | 89% | 91% | 89% |
| Trend | 86% | 88% | 85% | 88% |
| VGFW | Not Reported | 90% | 89% | 87% |
| Wake | 84% | 86% | Not Reported | Not Reported |
| Wayne | 88% | 88% | 84% | 86% |
| Wilson-Greene | 91% | 92% | 90% | 92% |
| All Area Programs | 88% | 88% | 88% | 88% |

Self-Assessment of Outcomes

Detailed Questions by Area Program

This table summarizes for each area program consumer perceptions about their outcomes or progress.

Overall, most clients feel they are making progress. All area programs averaged 62% or higher for the average of the seven outcomes statements. The statement consumers were most likely to agree with was "I deal more effectively with daily problems".

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | | | | | |
|------------------------------------|--|-------------------------------------|--------------------------------------|--|----------------------------------|---|--|-----------------------------------|
| | Percent of Consumers Agreeing with Statement | | | | | | | |
| | I deal more effectively with daily problems | I am better able to control my life | I am better able to deal with crisis | I am getting along better with my family | I do better in social situations | I am doing better in school and/or work | My symptoms are not bothering me as much | Average of Self Assessed Outcomes |
| Alamance-Caswell | 77% | 74% | 69% | 68% | 72% | 72% | 67% | 71% |
| Albemarle | 75% | 72% | 71% | 69% | 63% | 64% | 61% | 68% |
| Blue Ridge | 79% | 75% | 72% | 71% | 70% | 66% | 66% | 71% |
| Catawba | 86% | 84% | 82% | 84% | 80% | 80% | 76% | 82% |
| Centerpoint | 77% | 78% | 75% | 79% | 75% | 74% | 71% | 76% |
| Crossroads | 66% | 65% | 60% | 67% | 63% | 62% | 55% | 63% |
| Cumberland | 80% | 81% | 75% | 78% | 78% | 73% | 71% | 77% |
| Davidson | 71% | 64% | 67% | 69% | 61% | 55% | 60% | 64% |
| Duplin-Sampson | 80% | 78% | 74% | 80% | 73% | 71% | 76% | 76% |
| Durham | 76% | 76% | 70% | 75% | 70% | 72% | 64% | 72% |
| Edgecombe-Nash | 77% | 77% | 70% | 78% | 75% | 74% | 70% | 74% |
| Foothills | 80% | 78% | 75% | 77% | 77% | 77% | 75% | 77% |
| Guilford | 65% | 63% | 62% | 69% | 61% | 56% | 57% | 62% |
| Johnston | 70% | 71% | 60% | 67% | 63% | 62% | 52% | 63% |
| Lee-Harnett | 75% | 70% | 62% | 69% | 62% | 59% | 64% | 66% |
| Lenoir | 77% | 80% | 74% | 83% | 76% | 72% | 73% | 77% |
| Mecklenburg | 80% | 78% | 75% | 77% | 76% | 74% | 72% | 76% |
| Neuse | 75% | 77% | 73% | 71% | 73% | 66% | 68% | 72% |
| New River | 73% | 73% | 69% | 70% | 67% | 65% | 62% | 68% |
| Onslow | 77% | 75% | 74% | 75% | 71% | 64% | 75% | 73% |
| OPC | 75% | 72% | 67% | 71% | 67% | 62% | 64% | 68% |
| Pathways | 76% | 73% | 68% | 70% | 66% | 68% | 67% | 69% |
| Piedmont | 74% | 69% | 69% | 72% | 66% | 71% | 63% | 69% |
| Pitt | 77% | 77% | 72% | 76% | 73% | 71% | 72% | 74% |
| Randolph | 77% | 74% | 69% | 71% | 71% | 67% | 65% | 70% |
| Riverstone | 83% | 81% | 78% | 82% | 79% | 69% | 72% | 78% |
| Roanoke-Chowan | 78% | 79% | 75% | 76% | 74% | 72% | 73% | 75% |
| Rockingham | 77% | 76% | 72% | 73% | 67% | 70% | 66% | 72% |
| Rutherford-Polk | 73% | 74% | 66% | 73% | 65% | 64% | 58% | 68% |
| Sandhills | 78% | 77% | 70% | 78% | 75% | 77% | 69% | 75% |
| Smoky Mountain | 75% | 74% | 71% | 71% | 68% | 68% | 66% | 70% |
| Southeastern Center | 74% | 72% | 67% | 70% | 69% | 65% | 65% | 69% |
| Southeastern Regional | 75% | 75% | 69% | 78% | 71% | 73% | 70% | 73% |
| Tideland | 76% | 74% | 75% | 78% | 74% | 71% | 69% | 74% |
| Trend | 70% | 71% | 67% | 70% | 66% | 63% | 54% | 66% |
| VGFW | 80% | 78% | 75% | 80% | 75% | 74% | 71% | 76% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 71% | 71% | 66% | 70% | 65% | 63% | 60% | 67% |
| Wilson-Greene | 78% | 80% | 78% | 82% | 78% | 79% | 76% | 79% |
| All Area Programs | 76% | 75% | 71% | 74% | 71% | 70% | 68% | 72% |

Self-Assessment of Outcomes

Area Program Summary by Age

This table summarizes consumer perceptions about their outcomes or progress for each area program by age groups.

Overall in area programs, three out of four adults indicated they were making progress or getting better. For young children and adolescents two out of three felt they were making progress. There are some large differences by individual area programs among the different age groups. However, at least 50% of parents of young children in every program indicated that they were making progress or getting better and at least 60% of adults in every program felt they were doing better.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | | |
|--|--|-----------------------------------|----------------------------|---------------------|----------------------------------|
| | Average Percent of Consumers Indicating They Were Doing Better | | | | |
| | Young Children (Clients Under 12, Parent Responding) | Adolescents (Client Age 12-17) | Adults (Client Age 18+) | Age Not Reported | Average for All Age Groups |
| Alamance-Caswell | 62% | 60% | 74% | N/A | 71% |
| Albemarle | 59% | 62% | 69% | N/A | 68% |
| Blue Ridge | 69% | 66% | 73% | N/A | 71% |
| Catawba | 74% | 73% | 84% | N/A | 82% |
| Centerpoint | 64% | 75% | 77% | N/A | 76% |
| Crossroads | 56% | 67% | 63% | N/A | 63% |
| Cumberland | 76% | 79% | 78% | 71% | 77% |
| Davidson | 55% | 58% | 67% | N/A | 64% |
| Duplin-Sampson | 67% | 77% | 78% | N/A | 76% |
| Durham | 63% | 73% | 73% | 72% | 72% |
| Edgecombe-Nash | 69% | 63% | 77% | N/A | 74% |
| Foothills | 67% | 72% | 81% | N/A | 77% |
| Guilford | 59% | 58% | 64% | 49% | 62% |
| Johnston | 63% | 68% | 62% | N/A | 63% |
| Lee-Harnett | 68% | 74% | 63% | N/A | 66% |
| Lenoir | 66% | 76% | 79% | N/A | 77% |
| Mecklenburg | 74% | 70% | 77% | 81% | 76% |
| Neuse | 72% | 54% | 76% | N/A | 72% |
| New River | 71% | 57% | 69% | N/A | 68% |
| Onslow | 54% | 84% | 77% | 40% | 73% |
| OPC | 58% | 69% | 70% | 65% | 68% |
| Pathways | 52% | 65% | 73% | N/A | 69% |
| Piedmont | 64% | 70% | 69% | 72% | 69% |
| Pitt | 72% | 65% | 77% | 61% | 74% |
| Randolph | 64% | 65% | 73% | NA | 70% |
| Riverstone | 65% | N/A | 80% | 87% | 78% |
| Roanoke-Chowan | 61% | 70% | 80% | N/A | 75% |
| Rockingham | 50% | 68% | 74% | N/A | 72% |
| Rutherford-Polk | 59% | N/A | 70% | N/A | 68% |
| Sandhills | 65% | 72% | 79% | N/A | 75% |
| Smoky Mountain | 61% | 76% | 71% | 82% | 70% |
| Southeastern Center | 71% | 65% | 70% | N/A | 69% |
| Southeastern Regional | 66% | 69% | 75% | 72% | 73% |
| Tideland | 67% | 57% | 77% | N/A | 74% |
| Trend | 71% | 81% | 60% | N/A | 66% |
| VGFW | 67% | 76% | 78% | N/A | 76% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 63% | 77% | 64% | N/A | 67% |
| Wilson-Greene | 78% | 69% | 80% | 79% | 79% |
| All Area Programs | 65% | 69% | 74% | 71% | 72% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | |

Self-Assessment of Outcomes

Area Program Summary by Gender

This table summarizes consumer perceptions about their outcomes or progress for each area program by gender.

Consumer perceptions about their outcomes or progress was slightly higher for males than female consumers statewide though not in all programs. At least 59% or more of females in every area program felt they were doing better and at least 63% or more of males in every area program felt they were making progress.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | |
|--|--|--------------|---------------------|
| | Average Percent of Consumers Indicating They Were Doing Better | | |
| | Males | Females | Gender Not Reported |
| Alamance-Caswell | 71% | 70% | 76% |
| Albemarle | 70% | 66% | 67% |
| Blue Ridge | 73% | 70% | N/A |
| Catawba | 82% | 80% | N/A |
| Centerpoint | 74% | 78% | 69% |
| Crossroads | 63% | 62% | 68% |
| Cumberland | 81% | 73% | 74% |
| Davidson | 68% | 61% | N/A |
| Duplin-Sampson | 79% | 72% | 78% |
| Durham | 71% | 73% | 71% |
| Edgecombe-Nash | 74% | 74% | 95% |
| Foothills | 79% | 75% | 79% |
| Guilford | 64% | 61% | 58% |
| Johnston | 67% | 59% | N/A |
| Lee-Harnett | 68% | 64% | N/A |
| Lenoir | 74% | 80% | 73% |
| Mecklenburg | 75% | 77% | 76% |
| Neuse | 74% | 68% | 81% |
| New River | 72% | 67% | 55% |
| Onslow | 79% | 76% | 43% |
| OPC | 68% | 69% | 66% |
| Pathways | 72% | 67% | 73% |
| Piedmont | 72% | 70% | 66% |
| Pitt | 76% | 76% | 61% |
| Randolph | 73% | 70% | 65% |
| Riverstone | 76% | 82% | 69% |
| Roanoke-Chowan | 76% | 75% | N/A |
| Rockingham | 69% | 75% | 67% |
| Rutherford-Polk | 66% | 71% | 57% |
| Sandhills | 76% | 73% | N/A |
| Smoky Mountain | 71% | 68% | 83% |
| Southeastern Center | 72% | 66% | 72% |
| Southeastern Regional | 77% | 71% | 71% |
| Tideland | 77% | 71% | N/A |
| Trend | 69% | 62% | 84% |
| VGFW | 78% | 74% | 72% |
| Wake | Not Reported | Not Reported | Not Reported |
| Wayne | 70% | 63% | N/A |
| Wilson-Greene | 80% | 76% | 82% |
| All Area Programs | 74% | 71% | 72% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | |

Self-Assessment of Outcomes

Area Program Summary by Race and Ethnicity

This table summarizes consumer perceptions about their outcomes or progress for each area program by race and ethnicity.

About seven out of ten consumers indicated they were making progress or doing better. There is substantial variation across the state by race and ethnicity though at least 51% or more of every reported group in every area program felt they were doing better.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | | |
|---|---|------------------|---|-----------------------------|------------------|
| | Average Percent of Consumers Indicating That They Were Doing Better | | | | |
| | White | African American | Other (Hispanics, Native American, Asian) | Race/Ethnicity Not Reported | Hispanic/ Latino |
| Alamance-Caswell | 68% | 76% | N/A | 76% | N/A |
| Albemarle | 68% | 66% | N/A | 67% | N/A |
| Blue Ridge | 71% | 72% | N/A | N/A | N/A |
| Catawba | 81% | 85% | 81% | 100% | 87% |
| Centerpoint | 74% | 77% | 84% | 70% | 93% |
| Crossroads | 61% | 72% | 75% | 68% | N/A |
| Cumberland | 73% | 81% | N/A | 74% | 79% |
| Davidson | 64% | 63% | N/A | N/A | N/A |
| Duplin-Sampson | 75% | 76% | 88% | 77% | 80% |
| Durham | 71% | 72% | N/A | 72% | N/A |
| Edgecombe-Nash | 67% | 78% | N/A | 95% | N/A |
| Foothills | 76% | 81% | 85% | 81% | 88% |
| Guilford | 59% | 67% | 64% | 57% | N/A |
| Johnston | 58% | 68% | N/A | N/A | N/A |
| Lee-Harnett | 70% | 51% | N/A | N/A | N/A |
| Lenoir | 76% | 78% | N/A | 76% | N/A |
| Mecklenburg | 76% | 76% | 73% | 76% | N/A |
| Neuse | 68% | 78% | 64% | 81% | 64% |
| New River | 68% | 82% | N/A | 55% | N/A |
| Onslow | 75% | 80% | N/A | 43% | N/A |
| OPC | 67% | 73% | N/A | 66% | N/A |
| Pathways | 68% | 78% | 61% | 72% | 56% |
| Piedmont | 70% | 75% | N/A | 66% | N/A |
| Pitt | 76% | 76% | N/A | 62% | N/A |
| Randolph | 71% | 68% | 76% | 65% | 82% |
| Riverstone | 77% | 80% | N/A | N/A | N/A |
| Roanoke-Chowan | 77% | 75% | N/A | 64% | N/A |
| Rockingham | 73% | 70% | N/A | 67% | N/A |
| Rutherford-Polk | 67% | 73% | N/A | 58% | N/A |
| Sandhills | 73% | 77% | N/A | 76% | N/A |
| Smoky Mountain | 69% | N/A | N/A | 83% | N/A |
| Southeastern Center | 66% | 73% | N/A | 73% | N/A |
| Southeastern Regional | 68% | 78% | N/A | N/A | N/A |
| Tideland | 72% | 75% | N/A | 91% | N/A |
| Trend | 65% | 62% | N/A | 84% | N/A |
| VGFW | 77% | 75% | 73% | 69% | N/A |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 66% | 66% | N/A | N/A | N/A |
| Wilson-Greene | 81% | 77% | N/A | 82% | N/A |
| All Area Programs | 71% | 74% | 76% | 72% | 76% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | |
| Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group. | | | | | |

Self-Assessment of Outcomes

Area Program Summary By Clients' Primary Disability

This table summarizes for each area program consumer perceptions about their progress by clients' primary disability.

Overall seven out of ten consumers indicated they were doing better. Statewide, clients with mental health as their primary disability were somewhat less likely to feel they were doing better compared to the other two groups. However, at least 62% or more of mental health clients in all area programs indicated they were doing better and in some area programs other disabilities were comparatively lower.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | |
|---------------------------------|---|-----------------|--------------------------|---------------------------------|
| | Average Percent of Consumers Indicating That They Were Doing Better | | | |
| | Mental Health | Substance Abuse | Developmental Disability | Primary Disability Not Reported |
| Alamance-Caswell | 72% | 75% | 73% | 67% |
| Albemarle | 65% | 78% | N/A | 66% |
| Blue Ridge | 67% | 82% | 79% | 76% |
| Catawba | 78% | 90% | N/A | 82% |
| Centerpoint | 77% | 82% | N/A | 72% |
| Crossroads | 62% | 66% | 86% | 60% |
| Cumberland | 76% | 82% | 90% | 74% |
| Davidson | 65% | 58% | N/A | N/A |
| Duplin-Sampson | 74% | 81% | N/A | 78% |
| Durham | 71% | 76% | 69% | 71% |
| Edgecombe-Nash | 70% | 82% | 93% | 94% |
| Foothills | 77% | 85% | 77% | 74% |
| Guilford | 62% | 59% | N/A | 57% |
| Johnston | 63% | 69% | 59% | 59% |
| Lee-Harnett | 66% | 67% | N/A | 61% |
| Lenoir | 75% | 86% | N/A | 72% |
| Mecklenburg | 75% | 76% | N/A | 77% |
| Neuse | 69% | 76% | 89% | 80% |
| New River | 66% | 77% | 75% | 62% |
| Onslow | 73% | N/A | 82% | 52% |
| OPC | 66% | 81% | N/A | 67% |
| Pathways | 68% | 78% | N/A | 69% |
| Piedmont | 72% | 54% | N/A | 68% |
| Pitt | 71% | 80% | N/A | 68% |
| Randolph | 69% | 76% | 74% | 70% |
| Riverstone | 81% | N/A | 90% | 69% |
| Roanoke-Chowan | 76% | 76% | 89% | 58% |
| Rockingham | 70% | 76% | N/A | 67% |
| Rutherford-Polk | 62% | 78% | 94% | 67% |
| Sandhills | 73% | 83% | N/A | 69% |
| Smoky Mountain | 67% | 82% | N/A | 78% |
| Southeastern Center | 66% | 81% | N/A | 77% |
| Southeastern Regional | 73% | 76% | 62% | 73% |
| Tideland | 69% | 75% | 88% | 90% |
| Trend | 65% | 75% | N/A | 70% |
| VGFW | 77% | 75% | 77% | 72% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 64% | 71% | N/A | N/A |
| Wilson-Greene | 76% | 79% | 89% | 81% |
| All Area Programs | 70% | 78% | 80% | 72% |

N/A indicates that there were less than ten responses so the data is not shown for the area program.

Self-Assessment of Outcomes

Summary By Length of Time at Area Program

This table summarizes consumer perceptions about their progress for each area program by length of time since admission to the area program.

Overall, most clients indicated that they were doing better. Statewide, the longer consumers had been at an area program, the more likely they were to feel they were doing better. However, in about one-fourth of the area programs clients with service of less than a year felt they were doing better than longer served clients.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | | | | |
|--|---|----------------------|----------------------------|----------------------|----------------------|------------------------|-----------------------------------|
| | Average Percent of Consumers Indicating That They Were Doing Better | | | | | | |
| | One Month or Less | One to Six Months | Six to Twelve Months | One to Five Years | Five to Ten Years | More than Ten Years | Admission Date Not Reported |
| Alamance-Caswell | 66% | 75% | 58% | 71% | 72% | 78% | 89% |
| Albemarle | 68% | 74% | 63% | 67% | 67% | 65% | 78% |
| Blue Ridge | 55% | 75% | 66% | 73% | 76% | 78% | N/A |
| Catawba | 81% | 82% | 74% | 84% | 86% | 76% | N/A |
| Centerpoint | 64% | 73% | 81% | 75% | 82% | 75% | 69% |
| Crossroads | 42% | 61% | 67% | 63% | 71% | 73% | 68% |
| Cumberland | 67% | 83% | 72% | 74% | 83% | 80% | 74% |
| Davidson | 57% | 50% | 74% | 65% | 70% | 81% | N/A |
| Duplin-Sampson | 54% | 78% | 71% | 74% | 77% | 88% | 78% |
| Durham | 58% | 70% | 63% | 71% | 78% | 81% | 71% |
| Edgecombe-Nash | 88% | 71% | 72% | 73% | 73% | 75% | 95% |
| Foothills | 73% | 74% | 80% | 76% | 77% | 83% | 79% |
| Guilford | 52% | 56% | 61% | 62% | 63% | 78% | 58% |
| Johnston | 62% | 48% | 80% | 64% | 64% | 66% | N/A |
| Lee-Harnett | N/A | 59% | 69% | 67% | 65% | 76% | N/A |
| Lenoir | 53% | 74% | 80% | 79% | 83% | 82% | 73% |
| Mecklenburg | 48% | 70% | 72% | 75% | 80% | 83% | 77% |
| Neuse | 55% | 68% | 64% | 70% | 76% | 83% | 81% |
| New River | 66% | 70% | 65% | 72% | 65% | 72% | 55% |
| Onslow | N/A | 59% | 72% | 78% | 77% | 90% | 43% |
| OPC | N/A | 65% | 60% | 70% | 72% | 72% | 66% |
| Pathways | 63% | 60% | 69% | 68% | 77% | 82% | 73% |
| Piedmont | N/A | N/A | N/A | 73% | 71% | 74% | 66% |
| Pitt | 63% | 74% | 77% | 77% | 74% | 93% | 61% |
| Randolph | N/A | 80% | 78% | 67% | 67% | 87% | 65% |
| Riverstone | N/A | N/A | 67% | 80% | 80% | 88% | 69% |
| Roanoke-Chowan | 64% | 72% | 74% | 74% | 80% | 86% | N/A |
| Rockingham | 61% | 72% | 69% | 71% | 81% | 90% | 67% |
| Rutherford-Polk | N/A | 84% | 68% | 63% | 56% | 84% | 57% |
| Sandhills | 65% | 77% | 69% | 74% | 78% | 84% | N/A |
| Smoky Mountain | 65% | 78% | 69% | 64% | 75% | 67% | 83% |
| Southeastern Center | 60% | 66% | 79% | 69% | 67% | 70% | 72% |
| Southeastern Regional | 64% | 80% | N/A | 74% | 75% | 77% | 71% |
| Tideland | 58% | 66% | 71% | 66% | 87% | 84% | N/A |
| Trend | 49% | 68% | 78% | 65% | 61% | 53% | 84% |
| VGFW | 70% | 79% | 76% | 69% | 80% | 86% | 72% |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 46% | 64% | 70% | 73% | 62% | 73% | N/A |
| Wilson-Greene | N/A | 86% | 69% | 80% | 77% | 79% | 82% |
| All Area Programs | 62% | 71% | 71% | 72% | 75% | 80% | 72% |
| N/A indicates that there were less than ten responses so the data is not shown for the area program. | | | | | | | |

Self-Assessment of Outcomes

Summary by Area Program by Year

This table summarizes for each area program by year consumer perceptions about their outcomes or progress.

Statewide the percent of clients who felt they were doing better has declined slightly between 1998 and 2001. All area programs had at least 62% or more of consumers surveyed indicate they were making progress in all four years.

| Consumers Surveyed October 2001 | Self-Assessment of Outcomes | | | |
|------------------------------------|--|---------------|--------------|--------------|
| | Average Percent of Consumers Indicating They Were Doing Better | | | |
| | 1998-Fall | 1999-December | 2000-October | 2001-October |
| Alamance-Caswell | 75% | 76% | 73% | 71% |
| Albemarle | Not Reported | 67% | 66% | 68% |
| Blue Ridge | 76% | 76% | 73% | 71% |
| Catawba | 66% | 74% | 72% | 82% |
| Centerpoint | 73% | 76% | 73% | 76% |
| Crossroads | 68% | 72% | 69% | 63% |
| Cumberland | 78% | 79% | 73% | 77% |
| Davidson | 69% | 65% | 66% | 64% |
| Duplin-Sampson | 84% | 80% | 77% | 76% |
| Durham | 73% | 76% | 74% | 72% |
| Edgecombe-Nash | 74% | 79% | 74% | 74% |
| Foothills | 77% | 77% | 70% | 77% |
| Guilford | 71% | 71% | 68% | 62% |
| Johnston | 69% | 79% | 70% | 63% |
| Lee-Harnett | 89% | 88% | 77% | 66% |
| Lenoir | 82% | 83% | 72% | 77% |
| Mecklenburg | 78% | 78% | Not Reported | 76% |
| Neuse | 78% | 76% | 75% | 72% |
| New River | 74% | 74% | Not Reported | 68% |
| Onslow | Not Reported | 66% | 81% | 73% |
| OPC | 78% | 76% | 76% | 68% |
| Pathways | 75% | 78% | 71% | 69% |
| Piedmont | 73% | 68% | 69% | 69% |
| Pitt | 71% | 71% | 76% | 74% |
| Randolph | 67% | 72% | 70% | 70% |
| Riverstone | 83% | 78% | 78% | 78% |
| Roanoke-Chowan | 75% | 80% | Not Reported | 75% |
| Rockingham | 79% | 78% | 76% | 72% |
| Rutherford-Polk | Not Reported | 73% | 72% | 68% |
| Sandhills | 79% | 82% | 74% | 75% |
| Smoky Mountain | 74% | 73% | 68% | 70% |
| Southeastern Center | 76% | 73% | 71% | 69% |
| Southeastern Regional | 79% | 81% | 76% | 73% |
| Tideland | 74% | 78% | 77% | 74% |
| Trend | 69% | 62% | 65% | 66% |
| VGFW | Not Reported | 77% | 73% | 76% |
| Wake | 74% | 77% | Not Reported | Not Reported |
| Wayne | 77% | 75% | 65% | 67% |
| Wilson-Greene | 77% | 77% | 76% | 79% |
| All Area Programs | 76% | 76% | 73% | 72% |

Technical Notes

BACKGROUND

The Division has been conducting consumer satisfaction surveys since the fall of 1995. After research and comparison with surveys used in other states, the decision was made in 1998 to adopt the nationally recognized consumer survey developed for the Mental Health Consumer Oriented Report Card. This survey was developed by the Center for Mental Health Services (CMHS) in collaboration with representatives of the consumer community and the Mental Health Statistics Improvement Program (MHSIP). For more information about the national consumer satisfaction survey, research about it, and related issues, one may go to MHSIP's web site at www.mhsip.org.

SURVEY INSTRUMENT

The MHSIP consumer satisfaction survey has been developed over time, tested, and found to be statistically reliable and valid. The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services adopted the shortened twenty-one item version. Three versions of the survey are available: one for adult clients, one for adolescents (ages 12-17), and one for the parents of young children receiving services (ages 1-11). Each of the surveys asks the same questions with slightly different wordings. The survey is available in both English and Spanish. Based on input from advocacy groups and Division staff, the format of the survey has been modified slightly over time. A copy of the adult version of the survey is included on the next page. The survey has been provided in an optical-scan format to speed processing.

ADMINISTRATION OF THE SURVEY

The survey was conducted across the state during the week of October 21-27, 2001. All clients who received a service during the week of the survey period were offered the opportunity to complete a survey. This approach is called point prevalence sampling. The advantages of the point prevalence technique for sampling is that it gives a good case mix (new admissions, long term clients, clients in a variety of services) and it limits the surveying to a short period, simplifying the process of administering the survey by area programs and institutions. Area programs were given targets for their sample and if insufficient numbers were gathered in one week they could extend the survey period to get sufficient surveys.

A total of 17,702 usable surveys were returned from area programs. Of the people surveyed 71 percent were adults; 13 percent were children; 14 percent were adolescents; and the remaining 3 percent of the people surveyed did not have information to identify their age group. The tables on the following pages provide a breakdown by area program of the number of completed usable surveys returned to the Division. No area program had less than 147 total clients surveyed with the average being 466.

CALCULATIONS

For each statement in the survey, respondents have five choices including "strongly agree", "agree", "neutral", "disagree", and "strongly disagree" as well as indicating the question is not applicable. For this report, the survey results have been simplified to only look at the percent of clients who either strongly agreed or agreed out of the total who responded to each statement. All of the statements are phrased positively so that the resulting numbers measure the percent of people expressing agreement or "satisfaction" with each statement.

The twenty-one questions are grouped into four domains: overall satisfaction, access to services, appropriateness of services, and self-assessment of outcomes. The groups were created based on a combination of logic and exploratory factor analytic procedures. The percent scores for each of the domains were created as a simple average of the respective individual statements for that domain.

Percent scores for combined area programs weigh each individual respondent equally so that larger area programs effectively have a greater influence on statewide averages due to their greater number of clients surveyed.

In this report for those consumers whose survey could not be matched against demographic data in the Division's Client Data Warehouse, their age, gender, races and ethnicity, primary disability, and length of time at area program are noted as 'not reported'. Due to insufficient number of responses for some racial groups, Native Americans, Asians and other races are combined together as one group. Hispanic/Latino ethnicity is reported in addition to race as an ethnic grouping.

| Strongly Agree | Agree | I am Neutral | Disagree | Strongly Disagree | N/A |
|----------------|-------|--------------|----------|-------------------|-----|
|----------------|-------|--------------|----------|-------------------|-----|

- [illegible]

LOCAL USE COMPLETED BY

[illegible]

| Consumer Satisfaction Survey - October 2001 | | |
|--|--------------|--------------|
| Total Usable Responses = 17,702 | | |
| By Age Groups | | |
| Child | 2,233 | 12.6% |
| Adolescent | 2,480 | 14.0% |
| Adult | 12,505 | 70.6% |
| Age Not Reported | 484 | 2.7% |
| By Gender | | |
| Female | 7,730 | 43.7% |
| Male | 8,097 | 45.7% |
| Gender Not Reported | 1,875 | 10.6% |
| By Clients' Primary Disability | | |
| Mental Health | 10,916 | 61.7% |
| Substance Abuse | 2,919 | 16.5% |
| Developmental Disabilities | 655 | 3.7% |
| Primary Disability Not Reported | 3,212 | 18.1% |
| By Race and Ethnicity | | |
| White | 9,672 | 54.6% |
| African-American | 5,587 | 31.6% |
| Other Race | 453 | 2.6% |
| Race/Ethnicity Not Reported | 1,990 | 11.2% |
| Hispanic/Latino | 195 | 1.1% |
| <i>Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.</i> | | |
| By Length of Time Since Admission | | |
| 1 Month or Less | 1,085 | 6.1% |
| 1 to 6 Months | 2,552 | 14.4% |
| 6 to 12 Months | 1,745 | 9.9% |
| One to Five Years | 6,183 | 34.9% |
| Five to Ten Years | 2,705 | 15.3% |
| More Than 10 Years | 1,560 | 8.8% |
| Not Reported | 1,872 | 10.6% |

Consumer Satisfaction Survey Respondents
Usable Survey Responses by Age Groups by Area Programs
for October 2001 Survey

| Area Programs | Young Child | Adolescent | Adult | Age Not Reported | Total |
|--------------------------|--------------|--------------|---------------|------------------|---------------|
| Alamance-Caswell | 56 | 56 | 423 | 0 | 535 |
| Albemarle | 24 | 29 | 324 | 1 | 378 |
| Blue Ridge | 81 | 85 | 440 | 2 | 608 |
| Catawba | 29 | 56 | 307 | 0 | 392 |
| Centerpoint | 65 | 69 | 498 | 7 | 639 |
| Crossroads | 82 | 57 | 332 | 0 | 471 |
| Cumberland | 38 | 53 | 119 | 50 | 260 |
| Davidson | 35 | 55 | 243 | 0 | 333 |
| Duplin-Sampson | 106 | 77 | 393 | 0 | 576 |
| Durham | 45 | 59 | 462 | 150 | 716 |
| Edgecombe-Nash | 69 | 125 | 447 | 5 | 646 |
| Foothills | 68 | 125 | 354 | 0 | 547 |
| Guilford | 69 | 78 | 367 | 23 | 537 |
| Johnston | 46 | 45 | 187 | 0 | 278 |
| Lee-Harnett | 38 | 17 | 92 | 0 | 147 |
| Lenoir | 55 | 38 | 180 | 1 | 274 |
| Mecklenburg | 110 | 280 | 1507 | 54 | 1951 |
| Neuse | 50 | 113 | 507 | 4 | 674 |
| New River | 57 | 34 | 332 | 2 | 425 |
| Onslow | 16 | 24 | 139 | 16 | 195 |
| OPC | 41 | 20 | 247 | 17 | 325 |
| Pathways | 106 | 75 | 521 | 8 | 710 |
| Piedmont | 104 | 187 | 360 | 11 | 662 |
| Pitt | 39 | 39 | 270 | 35 | 383 |
| Randolph | 109 | 54 | 328 | 1 | 492 |
| Riverstone | 26 | 9 | 145 | 14 | 194 |
| Roanoke-Chowan | 60 | 54 | 255 | 0 | 369 |
| Rockingham | 14 | 36 | 176 | 6 | 232 |
| Rutherford-Polk | 20 | 5 | 159 | 2 | 186 |
| Sandhills | 139 | 102 | 379 | 0 | 620 |
| Smoky Mountain | 60 | 42 | 146 | 17 | 265 |
| Southeastern Center | 106 | 127 | 442 | 0 | 675 |
| Southeastern Regional | 18 | 17 | 129 | 38 | 202 |
| Tideland | 49 | 34 | 278 | 0 | 361 |
| Trend | 69 | 66 | 205 | 3 | 343 |
| VGFW | 62 | 60 | 354 | 0 | 476 |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 14 | 41 | 177 | 0 | 232 |
| Wilson-Greene | 58 | 37 | 281 | 17 | 393 |
| All Area Programs | 2,233 | 2,480 | 12,505 | 484 | 17,702 |

Consumer Satisfaction Survey Respondents

Usable Survey Responses by Gender by Area Program for October 2001 Survey

| Area Programs | Female | Male | Gender Not Reported | Total |
|--------------------------|--------------|--------------|---------------------|---------------|
| Almance-Caswell | 250 | 246 | 39 | 535 |
| Albemarle | 213 | 155 | 10 | 378 |
| Blue Ridge | 358 | 245 | 5 | 608 |
| Catawba | 170 | 213 | 9 | 392 |
| Centerpoint | 249 | 376 | 14 | 639 |
| Crossroads | 263 | 197 | 11 | 471 |
| Cumberland | 91 | 102 | 67 | 260 |
| Davidson | 201 | 132 | 0 | 333 |
| Duplin-Sampson | 260 | 281 | 35 | 576 |
| Durham | 276 | 287 | 153 | 716 |
| Edgecombe-Nash | 267 | 366 | 13 | 646 |
| Foothills | 235 | 278 | 34 | 547 |
| Guilford | 255 | 235 | 47 | 537 |
| Johnston | 130 | 141 | 7 | 278 |
| Lee-Harnett | 81 | 64 | 2 | 147 |
| Lenoir | 122 | 137 | 15 | 274 |
| Mecklenburg | 526 | 847 | 578 | 1951 |
| Neuse | 247 | 383 | 44 | 674 |
| New River | 199 | 197 | 29 | 425 |
| Onslow | 80 | 88 | 27 | 195 |
| OPC | 154 | 116 | 55 | 325 |
| Pathways | 377 | 306 | 27 | 710 |
| Piedmont | 185 | 238 | 239 | 662 |
| Pitt | 136 | 198 | 49 | 383 |
| Randolph | 219 | 194 | 79 | 492 |
| Riverstone | 89 | 69 | 36 | 194 |
| Roanoke-Chowan | 179 | 183 | 7 | 369 |
| Rockingham | 110 | 107 | 15 | 232 |
| Rutherford-Polk | 77 | 96 | 13 | 186 |
| Sandhills | 234 | 377 | 9 | 620 |
| Smoky Mountain | 138 | 105 | 22 | 265 |
| Southeastern Center | 356 | 295 | 24 | 675 |
| Southeastern Regional | 61 | 69 | 72 | 202 |
| Tideland | 203 | 149 | 9 | 361 |
| Trend | 202 | 128 | 13 | 343 |
| VGFW | 217 | 228 | 31 | 476 |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 136 | 92 | 4 | 232 |
| Wilson-Greene | 184 | 177 | 32 | 393 |
| All Area Programs | 7,730 | 8,097 | 1,875 | 17,702 |

Consumer Satisfaction Survey Respondents
Usable Survey Responses by Race and Ethnicity by Area Program
for October 2001 Survey

| Area Programs | African-American | White | Other Race | Race Not Reported | Total | Hispanic/Latino |
|--------------------------|------------------|--------------|--------------|-------------------|---------------|-----------------|
| Albemarle | 171 | 316 | 9 | 39 | 535 | 6 |
| Almance-Caswell | 74 | 292 | 2 | 10 | 378 | 0 |
| Blue Ridge | 83 | 507 | 13 | 5 | 608 | 4 |
| Catawba | 67 | 302 | 13 | 10 | 392 | 12 |
| Centerpoint | 257 | 343 | 22 | 17 | 639 | 15 |
| Crossroads | 69 | 379 | 11 | 12 | 471 | 8 |
| Cumberland | 96 | 81 | 15 | 68 | 260 | 10 |
| Davidson | 30 | 296 | 7 | 0 | 333 | 4 |
| Duplin-Sampson | 228 | 284 | 26 | 38 | 576 | 14 |
| Durham | 321 | 210 | 24 | 161 | 716 | 4 |
| Edgecombe-Nash | 399 | 222 | 11 | 14 | 646 | 1 |
| Foothills | 50 | 438 | 22 | 37 | 547 | 17 |
| Guilford | 207 | 261 | 18 | 51 | 537 | 5 |
| Johnston | 111 | 148 | 12 | 7 | 278 | 1 |
| Lee-Harnett | 34 | 102 | 5 | 6 | 147 | 3 |
| Lenoir | 138 | 111 | 9 | 16 | 274 | 3 |
| Mecklenburg | 786 | 505 | 28 | 632 | 1951 | 9 |
| Neuse | 184 | 422 | 19 | 49 | 674 | 12 |
| New River | 21 | 364 | 10 | 30 | 425 | 4 |
| Onslow | 51 | 109 | 8 | 27 | 195 | 2 |
| OPC | 66 | 198 | 6 | 55 | 325 | 0 |
| Pathways | 98 | 566 | 18 | 28 | 710 | 18 |
| Piedmont | 111 | 308 | 3 | 240 | 662 | 2 |
| Pitt | 160 | 168 | 5 | 50 | 383 | 0 |
| Randolph | 37 | 354 | 22 | 79 | 492 | 11 |
| Riverstone | 99 | 50 | 9 | 36 | 194 | 0 |
| Roanoke-Chowan | 252 | 108 | 2 | 7 | 369 | 1 |
| Rockingham | 56 | 155 | 6 | 15 | 232 | 3 |
| Rutherford-Polk | 37 | 133 | 0 | 16 | 186 | 0 |
| Sandhills | 334 | 259 | 18 | 9 | 620 | 4 |
| Smoky Mountain | 8 | 225 | 10 | 22 | 265 | 1 |
| Southeastern Center | 174 | 458 | 15 | 28 | 675 | 6 |
| Southeastern Regional | 65 | 54 | 11 | 72 | 202 | 1 |
| Tideland | 155 | 195 | 2 | 9 | 361 | 2 |
| Trend | 23 | 299 | 7 | 14 | 343 | 4 |
| VGFW | 227 | 177 | 28 | 44 | 476 | 5 |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 102 | 122 | 3 | 5 | 232 | 1 |
| Wilson-Greene | 206 | 151 | 4 | 32 | 393 | 2 |
| All Area Programs | 5,587 | 9,672 | 453 | 1,990 | 17,702 | 195 |

Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

Consumer Satisfaction Survey Respondents

Usable Responses By Clients' Primary Disability

for October 2001 Survey

| Area Programs | Mental Health | Substance Abuse | Developmental Disabilities | Disability Not Reported | Total |
|--------------------------|---------------|-----------------|----------------------------|-------------------------|---------------|
| Almance-Caswell | 294 | 66 | 22 | 153 | 535 |
| Albemarle | 287 | 69 | 5 | 17 | 378 |
| Blue Ridge | 413 | 144 | 31 | 20 | 608 |
| Catawba | 247 | 121 | 5 | 19 | 392 |
| Centerpoint | 232 | 114 | 5 | 288 | 639 |
| Crossroads | 332 | 83 | 11 | 45 | 471 |
| Cumberland | 147 | 37 | 3 | 73 | 260 |
| Davidson | 278 | 47 | 3 | 5 | 333 |
| Duplin-Sampson | 394 | 100 | 18 | 64 | 576 |
| Durham | 391 | 140 | 20 | 165 | 716 |
| Edgecombe-Nash | 443 | 160 | 12 | 31 | 646 |
| Foothills | 436 | 52 | 5 | 54 | 547 |
| Guilford | 414 | 39 | 15 | 69 | 537 |
| Johnston | 212 | 44 | 9 | 13 | 278 |
| Lee-Harnett | 124 | 10 | 2 | 11 | 147 |
| Lenoir | 205 | 37 | 4 | 28 | 274 |
| Mecklenburg | 675 | 417 | 90 | 769 | 1951 |
| Neuse | 451 | 129 | 30 | 64 | 674 |
| New River | 232 | 81 | 52 | 60 | 425 |
| Onslow | 92 | 7 | 63 | 33 | 195 |
| OPC | 209 | 28 | 7 | 81 | 325 |
| Pathways | 541 | 98 | 9 | 62 | 710 |
| Piedmont | 269 | 30 | 9 | 354 | 662 |
| Pitt | 166 | 148 | 0 | 69 | 383 |
| Randolph | 248 | 55 | 28 | 161 | 492 |
| Riverstone | 96 | 8 | 15 | 75 | 194 |
| Roanoke-Chowan | 277 | 56 | 16 | 20 | 369 |
| Rockingham | 151 | 60 | 2 | 19 | 232 |
| Rutherford-Polk | 113 | 28 | 11 | 34 | 186 |
| Sandhills | 450 | 109 | 20 | 41 | 620 |
| Smoky Mountain | 195 | 37 | 7 | 26 | 265 |
| Southeastern Center | 516 | 104 | 4 | 51 | 675 |
| Southeastern Regional | 86 | 23 | 3 | 90 | 202 |
| Tideland | 249 | 41 | 45 | 26 | 361 |
| Trend | 298 | 24 | 3 | 18 | 343 |
| VGFW | 350 | 53 | 16 | 57 | 476 |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 161 | 62 | 3 | 6 | 232 |
| Wilson-Greene | 242 | 58 | 52 | 41 | 393 |
| All Area Programs | 10,916 | 2,919 | 655 | 3,212 | 17,702 |

Consumer Satisfaction Survey Respondents
Usable Responses By Length of Time Since Admission to Area Program
for October 2001 Survey

| Area Programs | One Month or Less | One to Six Months | Six to Twelve Months | One to Five Years | Five to Ten Years | More than Ten Years | Admission Date Not Reported | Total |
|--------------------------|-------------------|-------------------|----------------------|-------------------|-------------------|---------------------|-----------------------------|---------------|
| Almance-Caswell | 26 | 60 | 55 | 199 | 95 | 61 | 39 | 535 |
| Albemarle | 38 | 86 | 51 | 118 | 51 | 24 | 10 | 378 |
| Blue Ridge | 52 | 151 | 91 | 211 | 69 | 29 | 5 | 608 |
| Catawba | 41 | 105 | 44 | 106 | 50 | 37 | 9 | 392 |
| Centerpoint | 55 | 131 | 63 | 240 | 101 | 35 | 14 | 639 |
| Crossroads | 48 | 105 | 59 | 173 | 50 | 25 | 11 | 471 |
| Cumberland | 16 | 44 | 27 | 58 | 29 | 19 | 67 | 260 |
| Davidson | 23 | 84 | 37 | 113 | 43 | 33 | 0 | 333 |
| Duplin-Sampson | 34 | 137 | 70 | 148 | 96 | 56 | 35 | 576 |
| Durham | 17 | 55 | 76 | 224 | 116 | 76 | 152 | 716 |
| Edgecombe-Nash | 65 | 176 | 62 | 199 | 86 | 45 | 13 | 646 |
| Foothills | 23 | 75 | 54 | 217 | 105 | 39 | 34 | 547 |
| Guilford | 41 | 88 | 43 | 186 | 82 | 50 | 47 | 537 |
| Johnston | 29 | 38 | 35 | 109 | 36 | 24 | 7 | 278 |
| Lee-Harnett | 4 | 22 | 19 | 57 | 26 | 17 | 2 | 147 |
| Lenoir | 28 | 47 | 33 | 95 | 35 | 21 | 15 | 274 |
| Mecklenburg | 28 | 45 | 139 | 749 | 289 | 124 | 577 | 1951 |
| Neuse | 41 | 83 | 56 | 237 | 145 | 68 | 44 | 674 |
| New River | 31 | 77 | 47 | 154 | 56 | 31 | 29 | 425 |
| Onslow | 6 | 12 | 15 | 73 | 40 | 22 | 27 | 195 |
| OPC | 3 | 31 | 41 | 121 | 42 | 32 | 55 | 325 |
| Pathways | 76 | 127 | 54 | 237 | 114 | 75 | 27 | 710 |
| Piedmont | 2 | 9 | 8 | 269 | 76 | 59 | 239 | 662 |
| Pitt | 20 | 70 | 37 | 142 | 53 | 12 | 49 | 383 |
| Randolph | 0 | 32 | 61 | 196 | 93 | 31 | 79 | 492 |
| Riverstone | 4 | 9 | 11 | 73 | 35 | 26 | 36 | 194 |
| Roanoke-Chowan | 37 | 67 | 23 | 114 | 68 | 53 | 7 | 369 |
| Rockingham | 32 | 47 | 21 | 79 | 23 | 15 | 15 | 232 |
| Rutherford-Polk | 3 | 24 | 16 | 67 | 38 | 25 | 13 | 186 |
| Sandhills | 52 | 83 | 89 | 232 | 87 | 69 | 8 | 620 |
| Smoky Mountain | 17 | 46 | 37 | 95 | 35 | 13 | 22 | 265 |
| Southeastern Center | 53 | 100 | 82 | 281 | 79 | 56 | 24 | 675 |
| Southeastern Regional | 14 | 12 | 7 | 58 | 25 | 14 | 72 | 202 |
| Tideland | 22 | 51 | 37 | 109 | 60 | 73 | 9 | 361 |
| Trend | 40 | 78 | 53 | 112 | 31 | 16 | 13 | 343 |
| VGFW | 32 | 48 | 32 | 163 | 98 | 72 | 31 | 476 |
| Wake | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported | Not Reported |
| Wayne | 23 | 58 | 32 | 62 | 34 | 19 | 4 | 232 |
| Wilson-Greene | 9 | 39 | 28 | 107 | 114 | 64 | 32 | 393 |
| All Area Programs | 1,085 | 2,552 | 1,745 | 6,183 | 2,705 | 1,560 | 1,872 | 17,702 |

Consumer Satisfaction Survey

Survey Responses By Year

| Area Programs | 1999 | 2000 | 2001 |
|--------------------------|---------------|--------------|---------------|
| Alamance-Caswell | 329 | 288 | 535 |
| Albemarle | 460 | 310 | 378 |
| Blue Ridge | 421 | 394 | 608 |
| Catawba | 440 | 337 | 392 |
| Centerpoint | 1104 | 665 | 639 |
| Crossroads | 180 | 177 | 471 |
| Cumberland | 284 | 227 | 260 |
| Davidson | 173 | 158 | 333 |
| Duplin-Sampson | 376 | 259 | 576 |
| Durham | 671 | 598 | 716 |
| Edgecombe-Nash | 384 | 283 | 646 |
| Foothills | 307 | 86 | 547 |
| Guilford | 393 | 321 | 537 |
| Johnston | 297 | 265 | 278 |
| Lee-Harnett | 232 | 167 | 147 |
| Lenoir | 245 | 120 | 274 |
| Mecklenburg | 1925 | Not Reported | 1951 |
| Neuse | 1026 | 574 | 674 |
| New River | 225 | Not Reported | 425 |
| Onslow | 72 | 80 | 195 |
| OPC | 290 | 217 | 325 |
| Pathways | 735 | 478 | 710 |
| Piedmont | 205 | 313 | 662 |
| Pitt | 73 | 145 | 383 |
| Randolph | 429 | 445 | 492 |
| Riverstone | 213 | 154 | 194 |
| Roanoke-Chowan | 213 | Not Reported | 369 |
| Rockingham | 217 | 84 | 232 |
| Rutherford-Polk | 318 | 136 | 186 |
| Sandhills | 794 | 512 | 620 |
| Smoky Mountain | 172 | 126 | 265 |
| Southeastern Center | 178 | 529 | 675 |
| Southeastern Regional | 352 | 281 | 202 |
| Tideland | 361 | 297 | 361 |
| Trend | 145 | 157 | 343 |
| VGFW | 668 | 397 | 476 |
| Wake | 1160 | Not Reported | Not Reported |
| Wayne | 307 | 122 | 232 |
| Wilson-Greene | 218 | 208 | 393 |
| All Area Programs | 16,728 | 9,910 | 17,702 |



If you have any suggestions on how we might improve the administering, reporting, or use of consumer satisfaction information for North Carolina's mental health, developmental disabilities, and substance abuse services system and help support efforts at improving the quality of care being provided please contact the appropriate state staff at the addresses listed below.

Staff to Contact

| Administering and Processing the Survey | Reporting and Analyzing the Survey Results |
|---|--|
| Data Operations Branch Information Technology Section Division of MH/DD/SAS 3019 Mail Service Center Raleigh, North Carolina 27699-3019 | Program Evaluation Branch Advocacy, Client Rights, and Quality Improvement Section Division of MH/DD/SAS 3009 Mail Service Center Raleigh, North Carolina 27699-3009 |

The Division's web page --- <http://www.dhhs.state.nc.us/mhddsas/>

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